


What Can YOU Do to Help Prevent Healthcare Fraud?

Sponsored by: The Virginia SMP Program
at the
Virginia Association of Area Agencies on Aging

Funded by: The Administration on Community Living,
US Department of Health & Human Services


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PREVENT

DETECT

REPORT


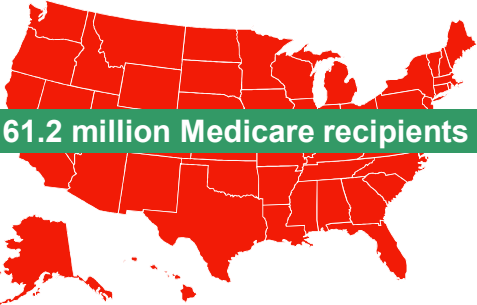


What is the Senior Medicare Patrol?

SMPs...


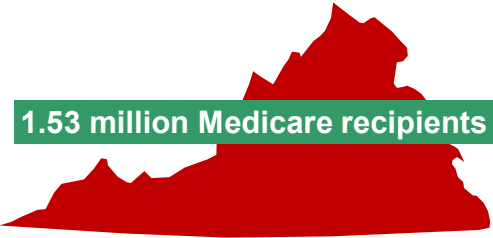
<p>Help Medicare beneficiaries prevent, detect, and report health care fraud</p>	<p>Help preserve the integrity of the Medicare program</p>	<p>Rely on volunteers to help perform SMP work</p>
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61.2 million Medicare recipients

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1.53 million Medicare recipients

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Medicare Fraud, Errors, and Abuse Affect...

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



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Consequences of Medicare Fraud, Errors, and Abuse



Medical identity theft



Health impact



Personal financial losses

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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

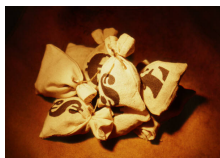
through outreach, counseling, and education.



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What is Medicare Fraud?



The **Intentional** billing of Medicare for services that were not received, or billing for a service at a higher rate than is actually justified

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What is Medicare Abuse?



Providers supply services or products that are not medically necessary or that do not meet professional standards

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Examples of Fraud & Abuse

Billing for services, supplies, or equipment that were not provided

Billing for excessive medical supplies

Obtaining or giving a Medicare number for "free" services

Improper coding to obtain a higher payment

Unneeded or excessive x-rays and lab tests

Claims for services that are not medically necessary

Using another person's Medicare number, or letting someone else use your number

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What about Errors?

Health care services and billing are complicated, which can lead to errors.



Only a review and investigation of the issue will determine if it is an error, fraud, or abuse.

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Real Life Cases: Medicare Fraud & Abuse in Virginia!



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Three Steps to Prevent Health Care Fraud



- 1) Prevent
- 2) Detect
- 3) Report

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Step 1: Prevent Medicare Fraud and Abuse

DO

- Do treat your Medicare card and number like your credit cards.
- Do watch out for identity theft.
- Do be aware that Medicare doesn't call or visit to sell you anything.

DON'T

- 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.

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Watch Out for Scams!

- Medicare will never call, e-mail or visit in person unless you made initial contact.
- Medicare will not threaten you or demand immediate payment.
- If someone asks you for your information, for money, or threatens to cancel your health benefits if you don't share your personal information, hang up and call us at 1-800-MEDICARE (1-800-633-4227) or report to SMP.

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Common Scams

- **New card – wrong information**
 - Provide plastic cards (chip-embedded)
- **“Free tests or screenings ”**
 - Genetic Testing - DNA
- **Don't trust caller ID**
- **Supplemental swindles – During open enrollment**
- **Durable Medical Equipment & Braces**

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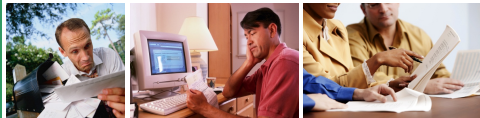


Step 2: Detect Medicare Fraud & Abuse

Reviewing your Medicare Summary Notices (MSNs) regularly is one of the key ways of detecting errors, fraud and abuse

Review the MSN and other statements for:

- ✓ 1. Services you didn't receive
- ✓ 2. Double-billing
- ✓ 3. Upcoding



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What is a Medicare Summary Notice?

- It's not a bill.
- It's a notice of Medicare Part A and Part B - covered services or supplies billed to Medicare
- What Medicare paid
- The maximum amount you may owe the provider

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When Should I Get It?

- ✓ You'll get your MSN every 3 months by mail , only if you have received services or medical supplies during that 3-month period.
- ✓ Access your Medicare information at www.MyMedicare.gov
- ✓ You can get your MSNs electronically if you choose eMSNs. You'll get an email with a link to your MSN for that month.



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What Should We Do Before Receiving a MSN?

- ✓ Utilize a Healthcare Journal to Track the Following:

All appointments, dates, times, physicians and locations	All supplies, equipment and services received
All prescriptions received and pharmacies visited	All bills paid and save all receipts



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Medicare Summary Notice
for Part B (Medical Insurance)

Page 1 of 5

THIS IS NOT A BILL

Facility Name
Your Name Here
Street Address
City, State 12345-6789

Notice for Your Name

Medicare Number	XXX-XX-2344	Your Claims & Costs This Period	NO
Date of This Notice	September 16, 2011	Did Medicare Approve All Services?	NO
Claims Period	June 18 - September 15, 2011	Number of Services Medicare Denied	2
Notice Period	June 18 - September 15, 2011	See denied services page, Line 6-8 on page 2 for the "Service Approval" status for the last page. See how to handle denied services.	

Your Deductible Status

Your deductible is what you must pay for most health services before Medicare begins to pay.

Part B Deductible This was your net SBI of your SBI deductible for 2011.

Be Informed!

Register at www.Medicare.gov for direct access to your Original Medicare claims, track your preventive services and more at "View My Reports" with your provider. Visit the Web site to sign up and learn more personal Medicare administration.

Did you make a claim for services? See how to file a claim at Medicare to request "Direct Claims" on page 4. For more information, visit www.Medicare.gov, 1-800-MY-Medicare, or 1-800-486-8822.

How to Check This Notice

Be sure to check the name of each doctor or provider, check the dates, the dates of the appointment that day.

Did you get the services listed? On the next 3 lines, list on your receipt each bill.

If you already paid the bill, did you pay the right amount? Check the receipt against the bill. See if the claim was sent to your Medicare enrollment insurance (Medicare) or another insurer. That plan may pay your share.

How to Report Fraud

If you think a provider or business involved in fraud, call us at 1-800-MEDICARE (1-800-633-6222).

Some examples of fraud include offers for free medical services or billing for Medicare services you didn't get, if the doctor says that you're not to be covered, that you're unable to be covered.

You can make a difference. Get your copy prepared to help - the help is not provided to help you - checks to help people who are covered and report suspicious activity.

How to Get Help with Your Questions

1-800-MEDICARE (1-800-433-6222)
Ask a Medicare specialist. Your coverage varies with your ZIP code.
TTY: 1-877-476-2863 (for hearing impaired)
Contact your State Health Insurance Program (SHIP) for free, local health insurance counseling. Call 1-800-541-5300.

Medicare Preventive Services

Medicare covers more than 100 preventive services and coverage to help you stay healthy for more information about preventive services:

- Call us your doctor.
- Look at our "Medicare & You" handbook for a complete list.
- Visit www.Medicare.gov for a personalized list.

Your Messages from Medicare

Get personalized alerts. You may only need to call a Medicare center once for health care services. Medicare will call you before about getting the alert. You may get a health care provider receive Medicare messages.

The service is available to Social Security of 1-800-772-1233. TTY users should call 1-800-827-6774.

Early detection is your best protection. Schedule your mammogram today and remember that Medicare helps pay for screening mammograms.

Do You Use Therapy Services? Watch the Alert! In 2011, Medicare's annual coverage limit for most outpatient therapy and speech language pathology is \$1,800 out-of-pocket.

Your Inpatient Claims for Part A (Hospital Insurance)

Part A hospital inpatient insurance helps pay for inpatient hospital care, separate care in a skilled nursing facility, hospice care, and home health care. See www.hhs.gov.

Definitions of Columns

Benefit Days Used: The number of covered benefit days you used during each hospital inpatient claim starting by day. See page 2 for more information and a list of covered services.

Claim Approval: This column tells you if Medicare covered the inpatient stay.

Maximum You May Be Billed: The amount you may be billed for your services covered under Medicare, including but not limited to your benefit days used and other charges. For more information about Medicare Part A coverage, see your "Medicare & You" handbook.

June 18 - June 21, 2020

Covered Hospital: 000-000-2344
PO Box 1042, Newark, PA 19103
Identified by: [Name]

Benefit Days Used	Claim Approval	New Covered Charges	Amount Billed	Maximum You May Be Billed
4 days	Yes	\$100	\$1,000.00	\$0.00
		500	\$1,000.00	\$0.00
Total for Claim 0000450004802		\$600	\$1,000.00	\$0.00

Notes for Claims Above

1. Day care being paid from your Med inpatient hospital benefits for this benefit period. The "Your Benefit Period" section on page 2 has more details.

2. \$1,000.00 was applied to your skilled nursing facility co-insurance.



Step 3: Report Suspected Medicare Fraud and Abuse



- ✓ Call the provider.
- ✓ Gather information and documentation.
- ✓ **Contact Virginia SMP.**
 - 1-800-938-8885
 - This is a free and confidential service!

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Contact Virginia SMP

Visit us online: www.virginiasmp.com

- For more information

www.facebook.com/virginiasmp

Toll-free: 1 800 938 8885

- To report suspected fraud/abuse
- To request a presentation and/or materials
- To volunteer with the SMP program

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Important Numbers

- ✓ **Quality of Care Complaints (KEPRO)**
 - 1-844-455-8708
- ✓ **Long Term Care Ombudsman**
 - 1-800-552-3402
- ✓ **Medicare Appeals or Questions (VICAP)**
 - 1-800-552-3402
- ✓ **Suspected Medicaid Fraud**
 - 1-800-371-0824
- ✓ **Federal Trade Commission (ID Theft)**
 - 1-877-438-4338

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Important Numbers

- ✓ **Compromised Medicare Number - Request to change your Medicare Number by calling 1-800-MEDICARE (1-800-633-4227). TTY users can call 1-877-486-2048**

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Questions?



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**Thank you for attending the SMP presentation –
What Can YOU Do to Help Prevent Healthcare Fraud?**

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