Avisery Webinar:
Senior Medicare Patrol
March 27, 2019

Webinar Logistics:

• Audio: Listen through your computer speakers or call in using a telephone. To get call-in information, click “telephone” under “audio”.

• Because there will be a large number of people on the call, all lines will be muted to ensure good audio quality.

• If you have a question during the webinar, please type your question into the question box. Questions will be answered at the end of the webinar.

• The webinar slides and recording will be sent to all registrants within approximately one week of the webinar.
What We Will Cover Today

• Introduction to the Avisery Program
• Illinois Senior Medicare Patrol Program
• Questions
Health Care Choices Program

Health Care Choices has been the AgeOptions program that has helped consumers and the professionals who serve them understand their health care options since 1999.
Make Medicare Work Coalition

• In 2006, AgeOptions joined with Progress Center for Independent Living and Smart Policy Works to form the Make Medicare Work Coalition (MMW).

• Through our Health Care Choices Program, we supported our MMW work.
Make Medicare Work Coalition

• MMW *continues* as a coalition led by AgeOptions, Progress Center for Independent Living and Smart Policy Works

• Together we will continue to promote affordable, accessible healthcare options in Illinois to ensure that older adults and people with disabilities make informed choices about their health care.

• Since February 1st, the MMW email policy changed. Each MMW lead agency will use their copy of the email list to send information to MMW members in keeping with the Make Medicare Work mission.

• However, the *AgeOptions* program that supports the work of MMW, known as Health Care Choices, has a *new name*...
Avisery by AgeOptions provides tools and support to professionals serving older adults and people with disabilities, enabling them to help their clients access healthcare coverage that allows them to thrive as they age.

Avisery will continue offering trainings, technical assistance, and webinars, including our daylong Medicare/Medicaid Counselor trainings for providers like you!
What does Avisery Mean?

The name and new logo symbolize our commitment to working with you, the professionals we serve, helping you to help the consumers you serve and fostering a spirit of collaboration that each individual's healthcare coverage situation should be considered individually, holistically and systemically.
What We Do

• **Educate** Medicare consumers, service providers and policymakers with practical, accessible materials

• Provide **impartial information** through in-person trainings, webinars and technical assistance for professionals and volunteers

• **Problem solve & Advocate** at an individual and systemic level

• Target **underserved** groups in Illinois
How to Access Avisery Services

• In Person Trainings & Webinars
  – Seasonal Calendar of Events & event registration sent through our Avisery Email List

• Program Related Questions, Technical Assistance & Reporting Barriers to Care
  – Send through our program’s Email Address: Avisery@ageoptions.org
  – Please note: Do not email client sensitive information

• Counseling Tools (Charts, Materials, etc.)
  – Sent through our Avisery Email List & available on the MMW website here: http://www.ageoptions.org/services-and-programs_makemedicarework.html
Contact Information

Avisery by AgeOptions
1048 Lake Street, Suite 300
Oak Park, IL 60301

Avisery Phone Number: (708)628-3440

Avisery Email Address: Avisery@ageoptions.org

Avisery Website: http://avisery.org/
Thank you to our funders

- The Chicago Community Trust
- Russell & Josephine Kott Memorial Charitable Trust
- The Retirement Research Foundation
- Illinois Senior Health Insurance Program
- Other Grants
- Revenue from Business (FFS)
How FFS Revenue Supports Avisery’s Mission

• Fee-for-service revenue helps ensure our services are affordable and accessible to community based entities that serve low income, vulnerable older adults and people with disabilities throughout Illinois.

• Avisery’s grant funding & fee-for-service revenue supports the program in offering nonprofit community based agencies with:
  – Discounted rates for in person Medicare & Medicaid Counselor Trainings
  – No cost for webinars
  – No cost for technical assistance
  – A voice within our individual & systemic advocacy activities
Key Markets & Product Value

Community-Based Non-Profit & Government Agencies
- Help educate community members on their Medicare & Medicaid coverage options
- Learn how to help your clients alleviate barriers to care

Hospitals and Healthcare Providers
- Help your patients remain insured and use their healthcare benefits
- Reduce readmission rates

Financial Advisors
- Help your clients save money by planning ahead for post-retirement healthcare coverage
- Refer clients to us for full benefit counseling

Health Insurance Companies/ Managed Care Providers
- Keep members enrolled in your health plans
- Help your staff maintain licensure
Fee-For-Service Product Offerings

• **Benefit Counselor Trainings**
  – Daylong interactive trainings for professionals counseling clients on their Medicare & Medicaid coverage options
  Medicare Fundamentals Seminar
  – Discounted rate for community-based non-profit & government agencies

• **Medicare Fundamentals**
  – Half-day workshop to introduce the basics of Medicare and where to send people for help

• **On-Site Presentations**

• For more information, visit our website at: [www.avisery.org](http://www.avisery.org)
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The SMP Program – Senior Medicare Patrol

www.illinoissmp.org
Who Are We?

- In Illinois, the Senior Medicare Patrol (SMP) program is administered by AgeOptions in partnership with a network of statewide aging service agencies.

- The SMP program empowers Medicare beneficiaries on how to protect, detect, and report fraud.

- The Administration for Community Living (ACL) provides funding to SMP programs in all 50 states, Washington, D.C., Puerto Rico, Guam, and the Virgin Islands.

- ACL and the SMP Program are working in partnership with the U.S. Department of Health and Human Services and the U.S. Department of Justice to fight Medicare fraud.
What We Will Cover

- Define healthcare fraud and errors.
- DMEPOS Temporary Gap and Home Health Moratorium.
- Talk about why it is important to report fraud and how it impacts people in the community.
- Take a closer look at specific examples of healthcare fraud.
- Time for Questions.
What is Healthcare Fraud?

• Potential healthcare fraud
  – Billed for a service you did not receive
  – Billed for something different than what you have received
  – Billed for something you that was not medically necessary
  – Billing for the same service or piece of equipment twice
What are Healthcare Billing Errors?

- Billing errors
  - Human mistake
  - Accidentally entering the wrong name or information
  - If the error is a human error and not fraud, work with the provider to rectify the error
The SMP Message

1.) Protect

2.) Detect

3.) Report
STEP 1: PROTECT
PROTECT Yourself From Fraud!

• DO
  – Educate yourself on Medicare fraud.
  – Protect your Medicare card and Social Security number.
  – Use a calendar or personal healthcare journal to record all your doctors visits and services.
  – Report suspicious activity to the Illinois SMP.
PROTECT Yourself From Fraud!

• DO NOT
  – Do not give your Medicare card, Medicare Number, Social Security card, or Social Security Number to anyone except your doctor or people you know should have it.
  – Do not accept medical supplies or services from a door-to-door salesman or someone calling over the phone.
  – Do not allow anyone, except your doctor or other Medicare providers, to review your medical records or recommend services.
STEP 2: DETECT
• Read your Medicare Summary Notice or Explanation of Benefits from your insurance company. Watch for:
  – Services or equipment that you did not receive
  – Services or equipment that were not ordered by your doctor
  – Billing for the same thing twice
  – Other billing errors
Medicare Summary Notices (MSNs) are mailed quarterly (once every three months).

You can always request a Medicare Summary Notice by calling 1-800-Medicare.

You can also view your eMSN monthly by logging into: www.MyMedicare.gov.
STEP 3: REPORT
If you suspect fraud or notice something suspicious on your MSN:

–contact the Illinois SMP at AgeOptions at (800)699-9043.
Reporting Errors

• If you think there may be a billing or service error by your provider, please call the billing hotline of that provider or supplier and try to resolve this error as soon as possible.

• If the provider will not explain or correct the error or you suspect fraud, call the Illinois SMP at AgeOptions at (800)699-9043.
Why it is Important to Report Fraud

- Billions of taxpayers dollars, as well as your own, are going to waste each year due to Medicare and Medicaid fraud.

- When equipment is sent fraudulently and not ordered by your doctor, it may harm your health.

- Your Medicare benefits may be used up and in the future when you actually need services or equipment, it is possible Medicare may not approve a payment because it looks like you are already receiving that service.
Examples of Healthcare Fraud

Example of Phone Call Scams

• A person calls claiming to be from Medicare stating that you are eligible for free services.

• The caller states all they need in return is your information, such as your Medicare number.

• You then give away your Medicare number, but never receive those services or hear back from the caller.

• What is not right in this situation? What should you do next?
Example of Durable Medical Equipment (DME) Fraud

• One day, your friend Mr. Smith received a call claiming to be from Medicare asking if he had back pain.

• The caller asked for Mr. Smith’s Medicare number, which he gave to the caller. The next week, he received a back brace that his doctor did not prescribe and it did not fit him.

• A month later, on his MSN, Mr. Smith saw that Medicare was charged over $1000.

• What would you tell Mr. Smith to do next?
Example of Home Healthcare Fraud

• To justify charging for a home health nurse, a physician who is not the beneficiary’s primary doctor falsely certified that the beneficiary is an insulin-dependent diabetic and cannot inject himself.

• What can we look out for to prevent this?
• How can we detect this fraud?
Work With YOUR Doctor

- If you need medical services or equipment, you and your doctor can make that decision. Your doctor knows your health needs!
- Only give your Medicare number to your trusted doctor.
- Your Medicare-enrolled doctor will write an order for services or equipment when it is medically necessary.
DMEPOS TEMPORARY GAP
• DMEPOS = Durable Medical Equipment, Prosthetics, Orthotics and Supplies

• DMEPOS Competitive Bidding Program
  – Program in which suppliers submit bids to CMS to provide certain items of DMEPOS to people with Medicare in competitive bidding areas (CBAs).
  – Only certain areas in Illinois were affected in the first two rounds.
Competitive Bidding Temporary Gap

- Durable Medical Equipment, Prosthetics, Orthotics and Supplies Competitive bidding program has ended and will not restart until December 31, 2020.

- During the temporary gap, any Medicare enrolled DMEPOS supplier may furnish DMEPOS items and services to people with Medicare.
What it means for Beneficiaries?

• If the beneficiary is happy with their current supplier, they do not need to change.
  – All competitive bid suppliers can still offer the same DMEPOS.

• Beneficiaries should always work with their doctor for anything from Medicare.
  – Do not change or accept equipment without their own doctor’s orders.
What it means for Beneficiaries?

• DME suppliers have limits on marketing.
  – They should not call or visit the beneficiary’s house.

• Don’t be influenced by certain media advertising. Many television and radio ads do not have their best interest at heart.
Home Health Moratorium Lifted
Home Health Moratorium Lifted

• The Centers for Medicare & Medicaid Services (CMS) announced the expiration of the Medicare Provider Enrollment Moratorium on Jan. 30, 2019.

• Now, new home health agencies in Illinois can apply to become Medicare approved biller.
What it means for Beneficiaries?

• This moratorium being lifted could lead to more home health companies in Illinois, which could possibly lead to more home health fraud.

• More solicitation from home health care agencies.

• Be aware of door to door home health care services getting offered at a free rate then charging you for other services you didn’t receive.

• Always work with their doctor when looking for home health care.
Links for SMP Tip Sheets

• DME Tip Sheet

• Home Health Care Tip Sheet
## Hotline Resources

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<tr>
<th>Resource</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Illinois SMP</td>
<td>1-800-699-9043</td>
</tr>
<tr>
<td>Social Security Administration</td>
<td>1-800-772-1213</td>
</tr>
<tr>
<td>Centers for Medicare/Medicaid</td>
<td>1-800-MEDICARE</td>
</tr>
<tr>
<td>Better Business Bureau</td>
<td>1-703-276-0100</td>
</tr>
<tr>
<td>Federal Trade Commission/Identity Theft Hotline</td>
<td>1-877-438-4338</td>
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<tr>
<td>Eldercare Locator</td>
<td><a href="http://www.eldercare.gov">www.eldercare.gov</a></td>
</tr>
<tr>
<td>Illinois Senior Health Insurance Program (SHIP)</td>
<td>1-800-252-8966</td>
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Sign up for our Bi-Weekly Fraud Alert

http://www.ageoptions.org/services-and-programs_SMP_FraudAlerts.html
Questions?
Thank you!

If you have questions, contact the Illinois SMP at AgeOptions
(800)699-9043

Since 1974, AgeOptions has established a national reputation for meeting the needs, wants and expectations of older adults in suburban Cook County. We are recognized as a leader in developing and helping to deliver innovative community-based resources and options to the evolving, diverse communities we serve.

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AgeOptions
1048 Lake Street, Suite 300
Oak Park, IL 60301-1102
phone (708)383-0258
fax (708)524-0870
(800)699-9043
ageoptions.org
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Alicia Donegan, Manager of Healthcare Education & Counseling
alicia.donegan@ageoptions.org
(708)628-3440