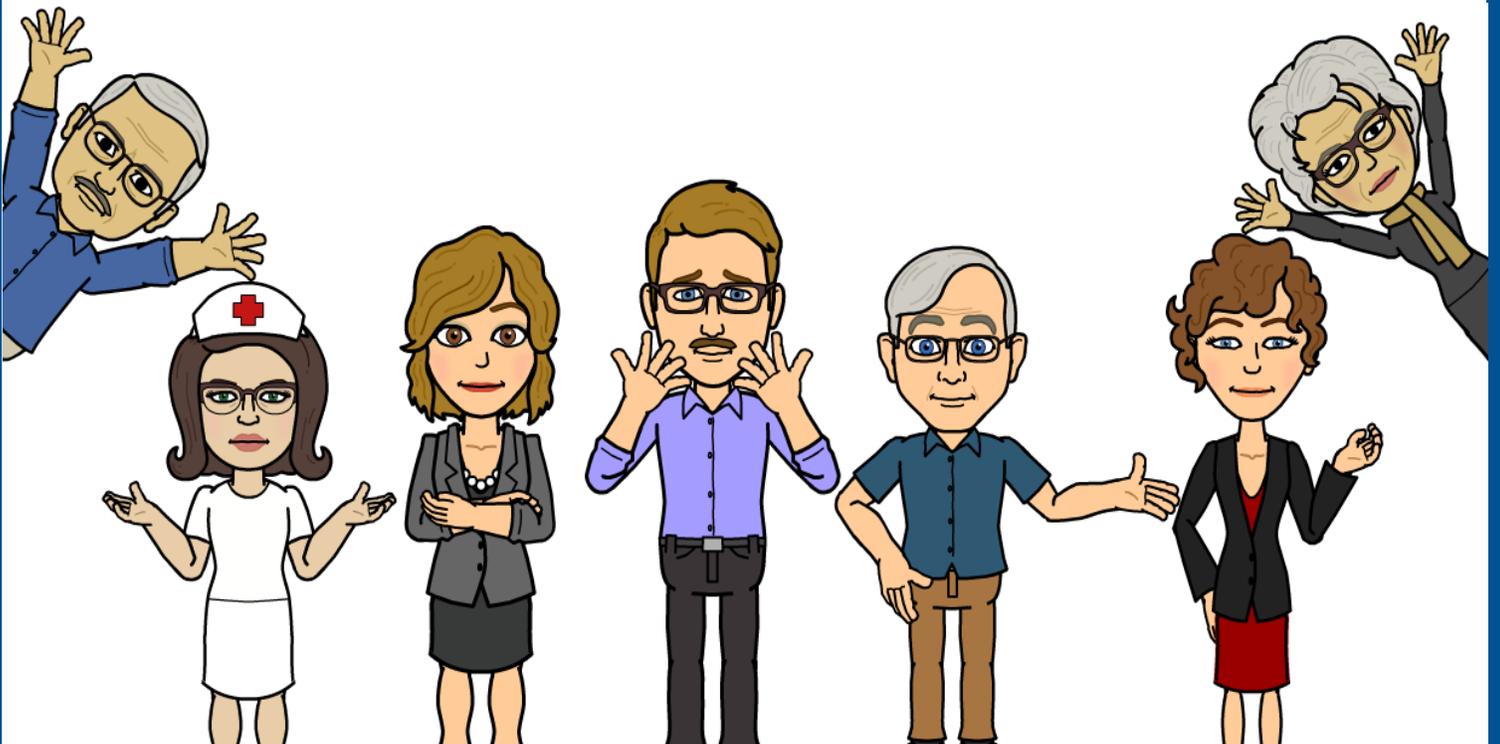


# Mr. Gomez learns about Medicare Fraud



I hear someone knocking at the front door. Go open it!

One day Mr. and Mrs. Gomez are watching TV at their house when they hear a knock at their door.

Hi I'm Frank from 123 Home Health Services...

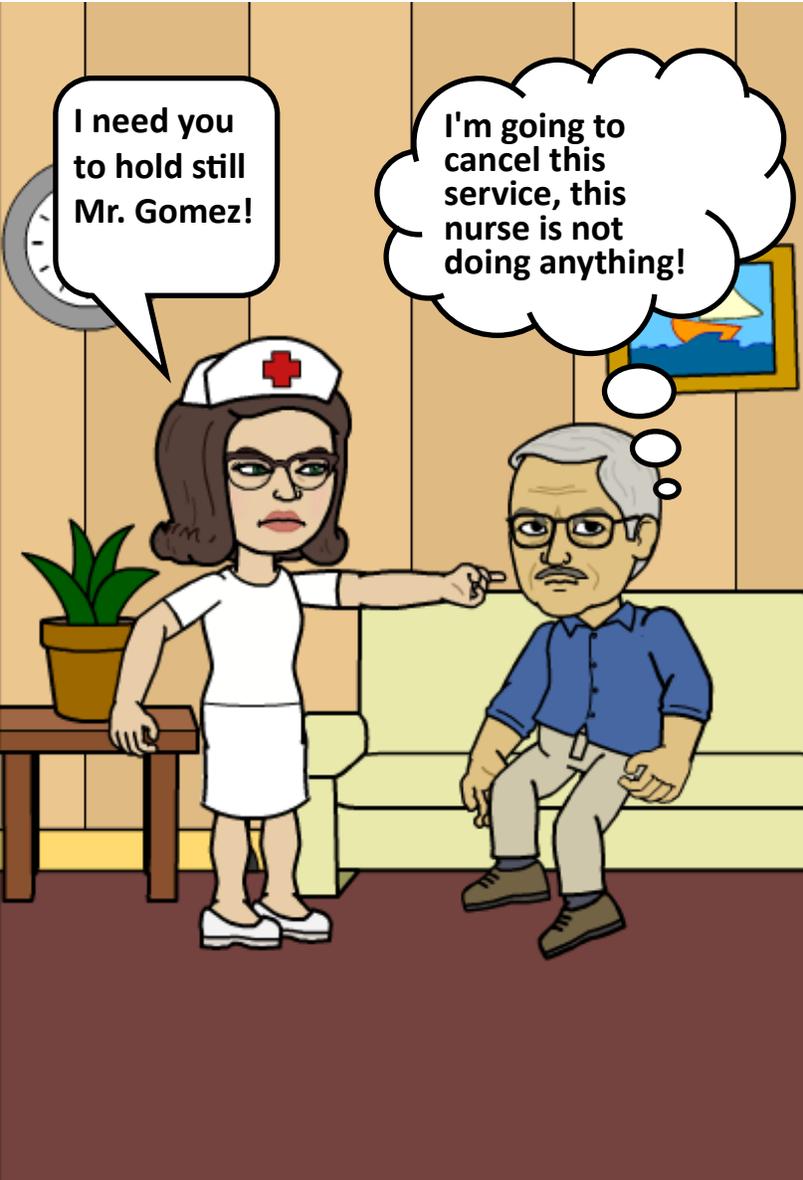
Did you know you can get free services at home like glucose checks and blood pressure checks.

Oh really? Tell me more...

All I need is your Medicare number and a nurse will come next week.

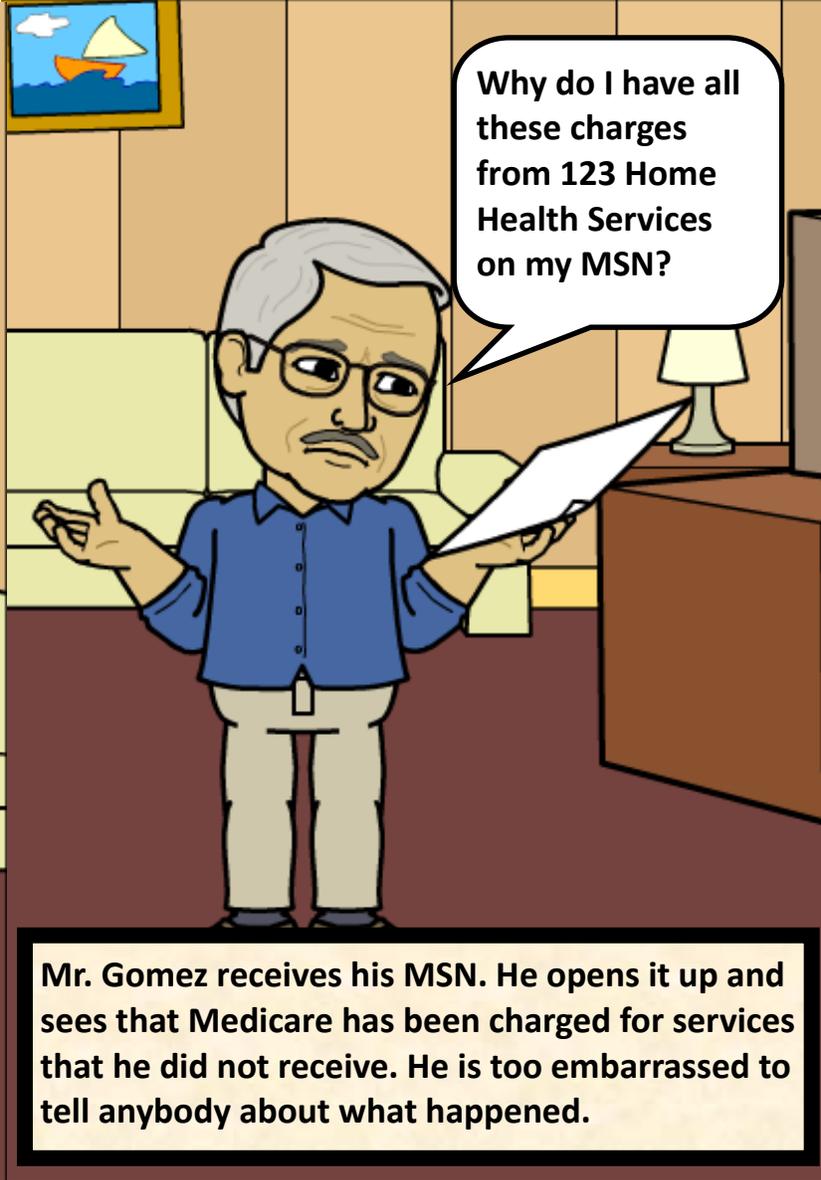
Mr. Gomez tells Frank that Mrs. Gomez received home health services two years ago after a hospital stay. He tells Frank that her doctor ordered physical therapy at their home and it really helped her. Mr. Gomez tells him he would like to receive these services also.

Perfect!



I need you to hold still Mr. Gomez!

I'm going to cancel this service, this nurse is not doing anything!



Why do I have all these charges from 123 Home Health Services on my MSN?

Mr. Gomez receives his MSN. He opens it up and sees that Medicare has been charged for services that he did not receive. He is too embarrassed to tell anybody about what happened.



You know the services I received were very different than yours. My doctor ordered them for me.

That's right! The newspaper says that there is a Medicare Fraud presentation tomorrow, I'm going to go to it for help.

Hi! We are from the Senior Medicare Patrol or SMP. Today, we are going to talk about health care or Medicare fraud. Fraud can happen to anyone.



**SMP**      **Protect**  
**Detect**  
**Report**



Fraud happens when someone bills your Medicare account for something you did not receive, something different than what you received, or something that you did not medically need.

What does Protect, Detect, and Report mean?



**SMP**

That is how YOU can fight Medicare fraud!

**PROTECT** yourself from fraud by protecting the number on your Medicare card.

-Never give this number to a stranger.

**DETECT** Medicare fraud by reading your Medicare Summary Notice (MSN) and look for mistakes, including charges for things you did not receive.



**SMP**    **Protect**  
**Detect**  
**Report**



**REPORT** the fraud! If you suspect fraud, you can call "SMP" at AgeOptions at (800)699-9043.  
  
Does anybody have any questions or concerns?

I do! On my MSN there were charges from a home health agency that I think shouldn't be there. I don't understand my MSN that well because it's in English. Do you have anything in Spanish?



**SMP**    **Protect**  
**Detect**  
**Report**

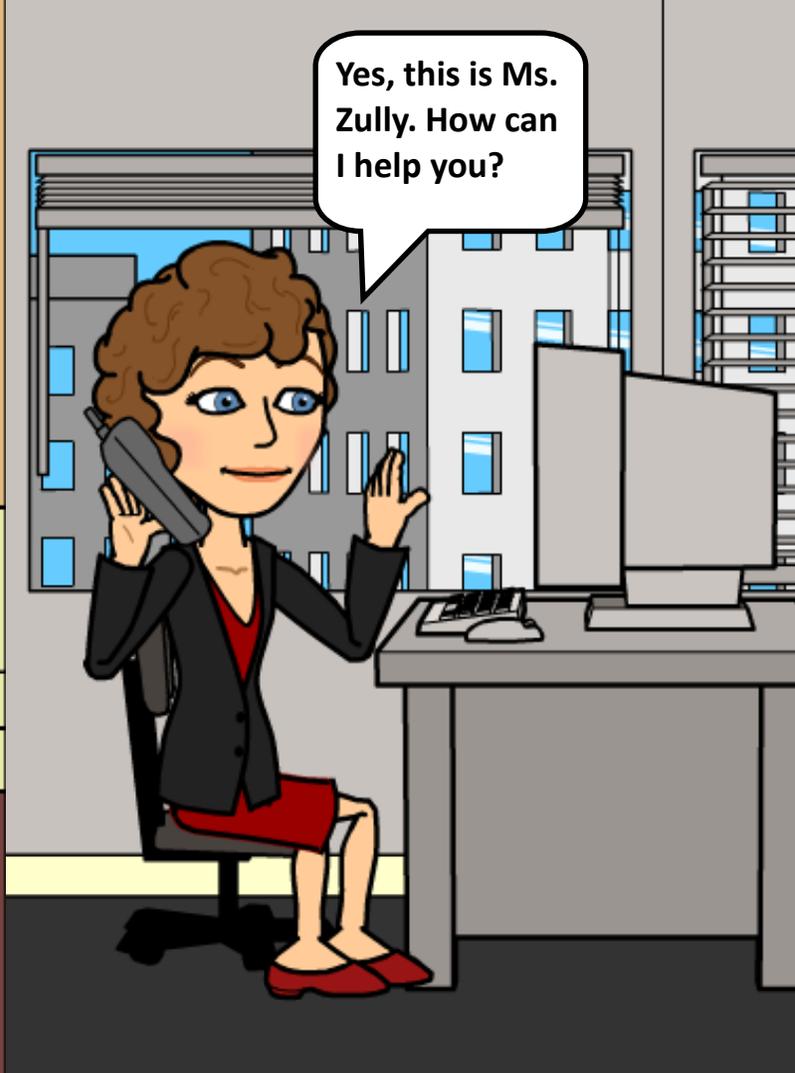


Yes! This is a tip sheet to help you get your MSN in Spanish. Also, if you have any other concerns or questions you can call the SMP program at AgeOptions.

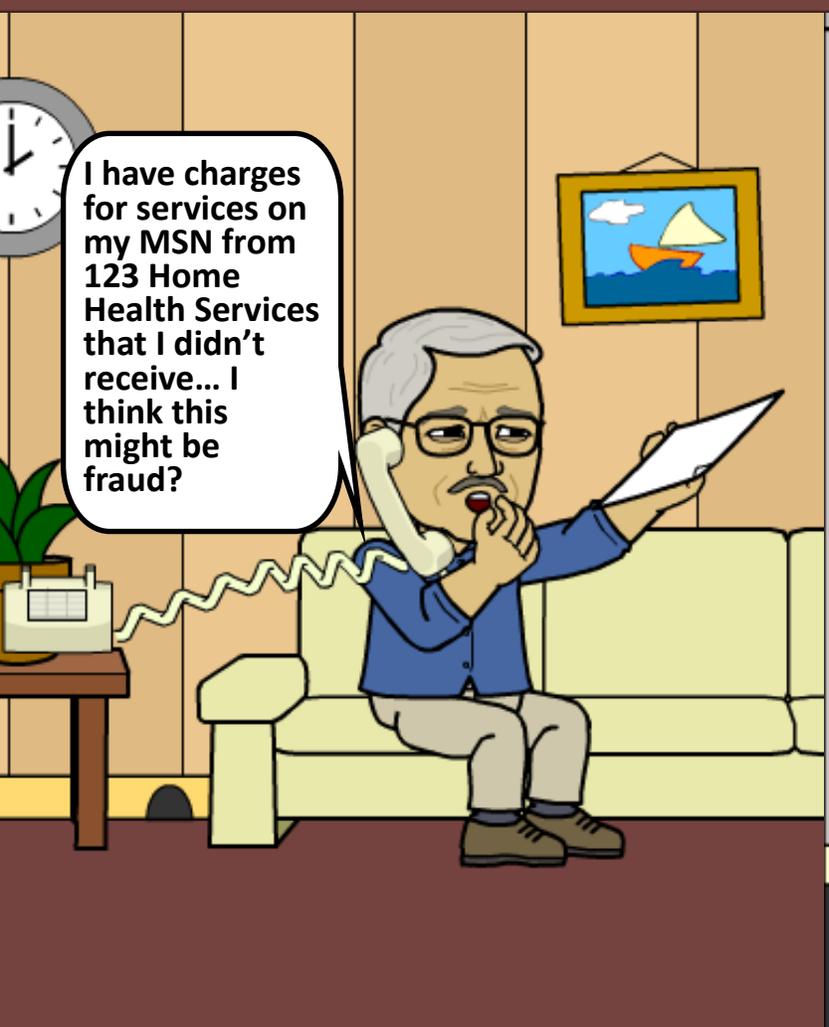


Is this the Illinois SMP Program?

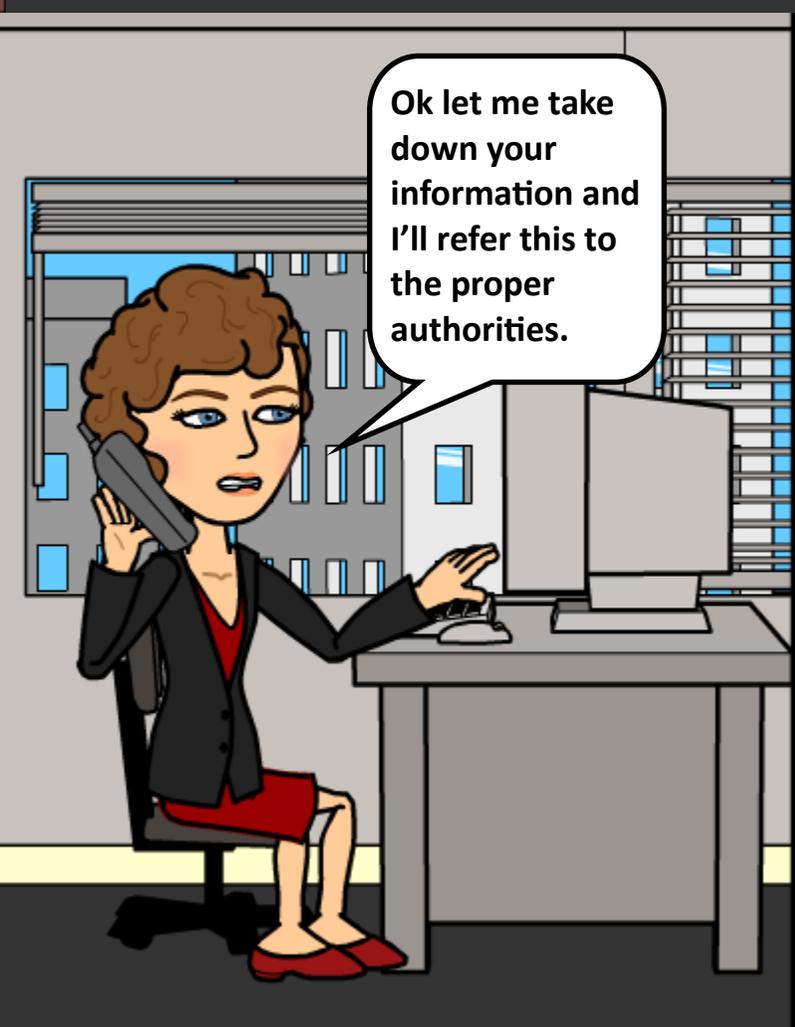
The Next Day... Mr. Gomez decides to call the Illinois SMP Program for help.



Yes, this is Ms. Zully. How can I help you?



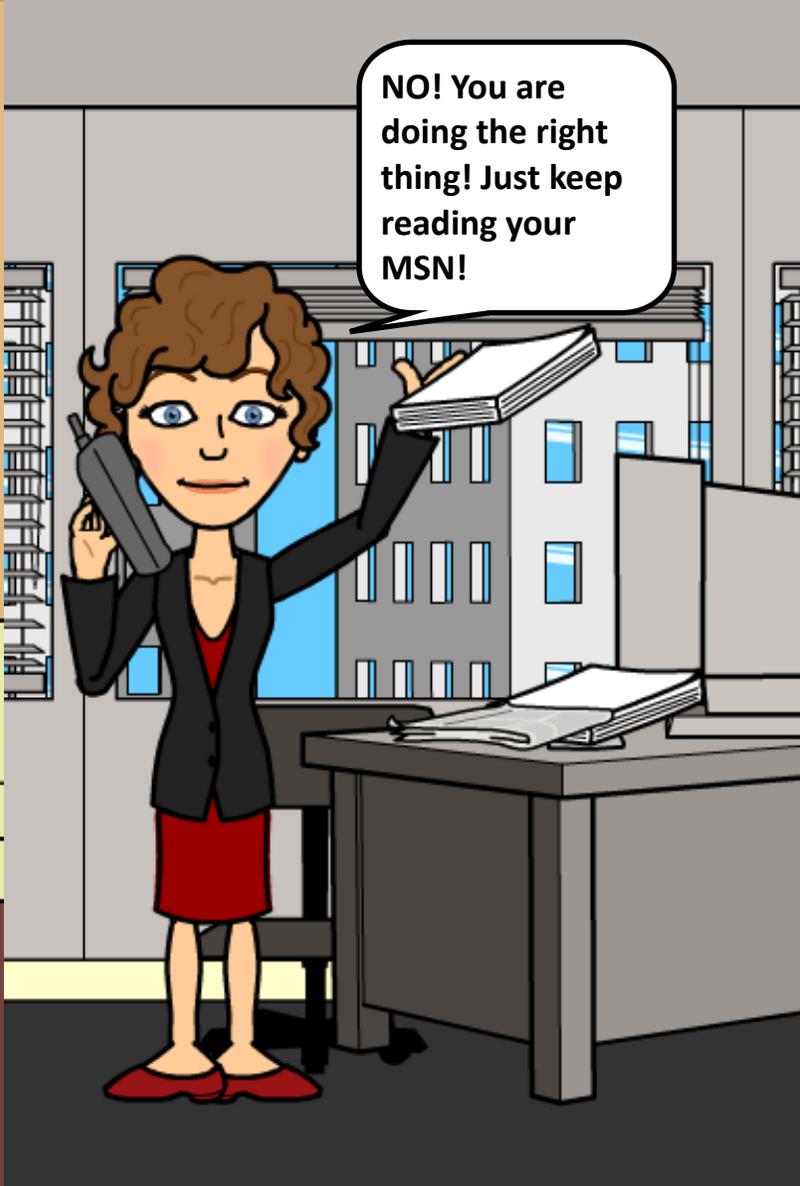
I have charges for services on my MSN from 123 Home Health Services that I didn't receive... I think this might be fraud?



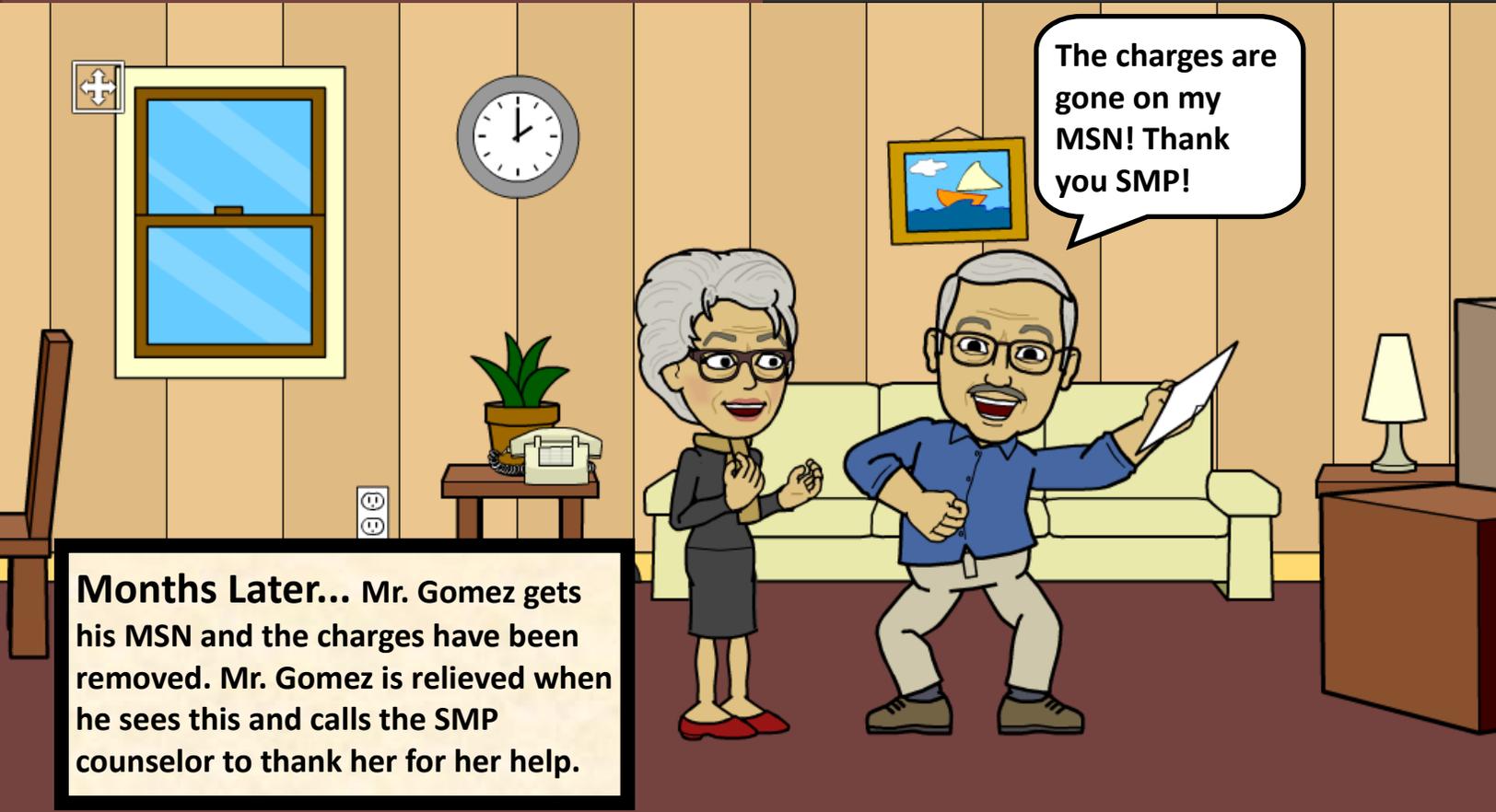
Ok let me take down your information and I'll refer this to the proper authorities.



Am I going to get in trouble?



NO! You are doing the right thing! Just keep reading your MSN!



The charges are gone on my MSN! Thank you SMP!

**Months Later...** Mr. Gomez gets his MSN and the charges have been removed. Mr. Gomez is relieved when he sees this and calls the SMP counselor to thank her for her help.

## Tips for Preventing Health Care Fraud

### Protect

**NEVER** give your Medicare, Medicaid, or Social Security numbers to someone you do not know, especially someone who calls on the phone or comes to the door. Do not accept health care services or equipment that you do not need. In the story, Frank visits Mr. Gomez unannounced and with no order from Mr. Gomez's doctor.

**ALWAYS** talk to your doctor if you need health care services. Your doctor should order any services or supplies that you need. Mrs. Gomez talked about the services she received as prescribed by her doctor. Those services were given to her to treat a medical condition.

**NEVER** give anyone your Medicare, Medicaid, or Social Security numbers in exchange for "free" services. If a service is "free," they should not need your information! Mr. Gomez found out that the services he received were not free at all. His Medicare was being billed for those services!

### Detect

**INSTEAD** read your Medicare Summary Notice (MSN) Or Explanation of Benefits statements from your insurance plan. Watch for

- Services that you did not get
- Services that were not ordered by your doctor
- Billing for the same thing twice
- Other billing errors

If you are receiving your MSN in English like Mr. Gomez, you can call **1-800-MEDICARE (1-800-633-4227)** and press 2 and ask to start receiving your MSN in Spanish!

### Report

**REMEMBER** that if you experience health care fraud, it is not your fault. Mr. Gomez was worried that he might get in trouble for taking these services, but as the SMP representative told him that he was doing the right thing by reporting fraud.

Call the Illinois SMP at AgeOptions (800)699-9043 to report health care fraud.