



Senior Medicare Patrol

August 20th, 2024

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Housekeeping

- Questions can be submitted via the "Q&A" box
 - Submit technical support requests in "Chat"
- Zoom live transcript feature – click on “Show Captions”
- Slides will be uploaded in the chat
- Please complete our evaluation!



Agenda

- Avisery Introduction
- Presentation on Senior Medicare Patrol from Marina Silva
- Q & A



Avisery Team



**Elizabeth
Durkin**
Manager, Health
Care Education
& Counseling



**Georgia
Gerdes**
Senior Training
Specialist



**Stella Van
Den Eeden**
Training
Specialist



**Kelsey
Gordon**
Training & Benefits
Specialist



**Halie
Reyes**
Training &
Benefits Specialist

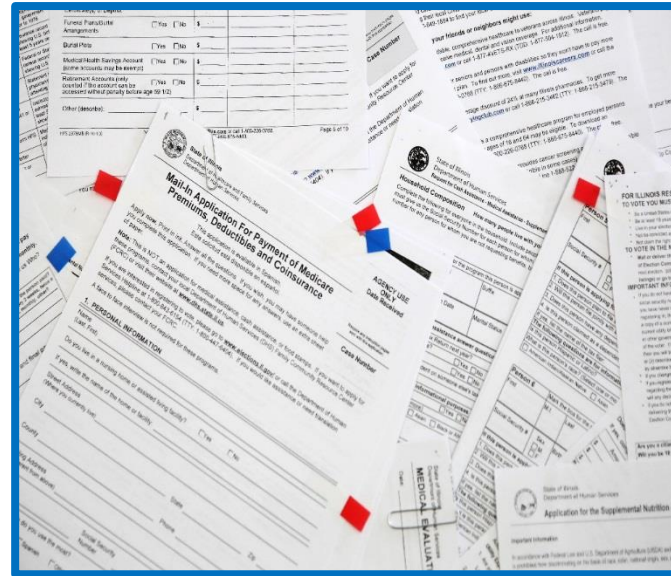


Ally Cassity
Program
Support
Specialist





Avisery by AgeOptions
trains professionals
on how to help
consumers navigate
the **complexities** of
Medicare & Medicaid.



What Avisery Does

-  Offer **TRAININGS, WEBINARS, and EDUCATIONAL MATERIALS** to professionals who counsel consumers on health care access and coverage
-  Provide **ADVICE and GUIDANCE** at no-cost to support professionals in their work with consumers
-  **ADVOCATE** for administrative rule and legislative changes to enhance access and affordability

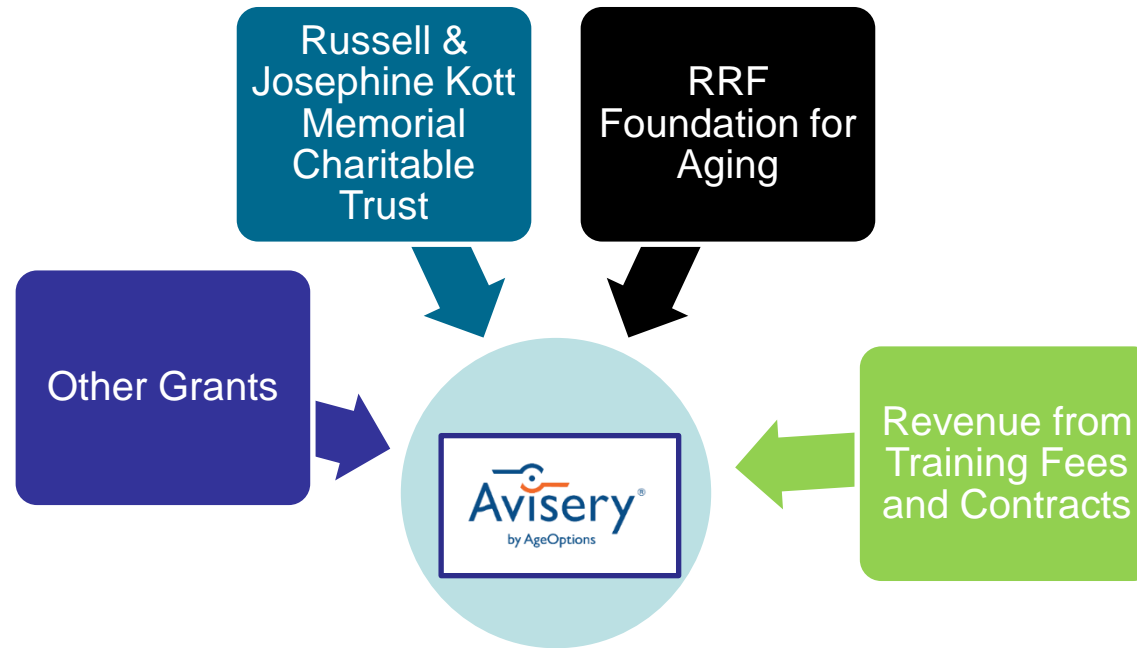


Introducing Avisery's New Blog

- [*The Intersection*](#) has launched on our website
 - where discussions of Medicare, Medicaid, policy, benefits, coverage, and costs will come together
 - A different level of discourse than Avisery alerts
 - Deeper dive into emerging policy issues



2024 Sources of Revenue



**Thank
You!!**





Please take a few moments to complete the evaluation at the end of the webinar!



Today's Presenters

- Marina Silva, Illinois SMP Outreach Specialist at AgeOptions
 - Marina has many years of experience in SMP education outreach and answers all of Illinois SMP's hotline calls about suspected Medicare fraud, errors and abuse.



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.

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:

<https://www.ageoptions.org/resources/avisery/>

Thank you for your time!



1048 Lake Street, Suite 300
Oak Park, IL 60301-1102

phone (708)383-0258
fax (708)524-0870

(800)699-9043
ageoptions.org

Illinois Senior Medicare Patrol: Empowering Consumers to Prevent Healthcare Fraud



Illinois SMP PSA

Senior Medicare Patrol Program
is federally funded by the
Administration for Community
Living.

SMP is administered by
AgeOptions in coordination with
several agencies statewide.



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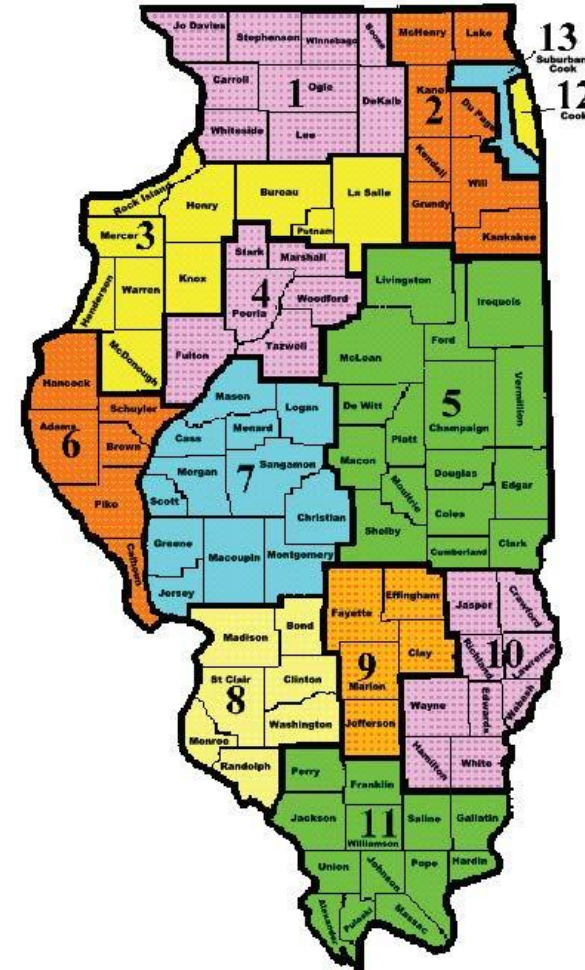
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SMP Partners

<u>Area Agency on Aging</u>	<u>PSA</u>
AgeGuide	2
AgeOptions (Illinois SMP)	13
AgeLinc	7
AgeSmart Community Resources	8
City of Chicago/White Crane Wellness Center	12
Central Illinois Agency on Aging	4
Coalition of Limited Speaking Elderly (CLESE)	N/A
East Central Illinois Area Agency on Aging	5
Egyptian Area Agency on Aging	11
Midland Area Agency on Aging	9
Northwestern Illinois Area Agency on Aging	1
Southeastern Illinois Agency on Aging	10
West Central Illinois Area Agency on Aging	6
Western Illinois Area Agency on Aging	3



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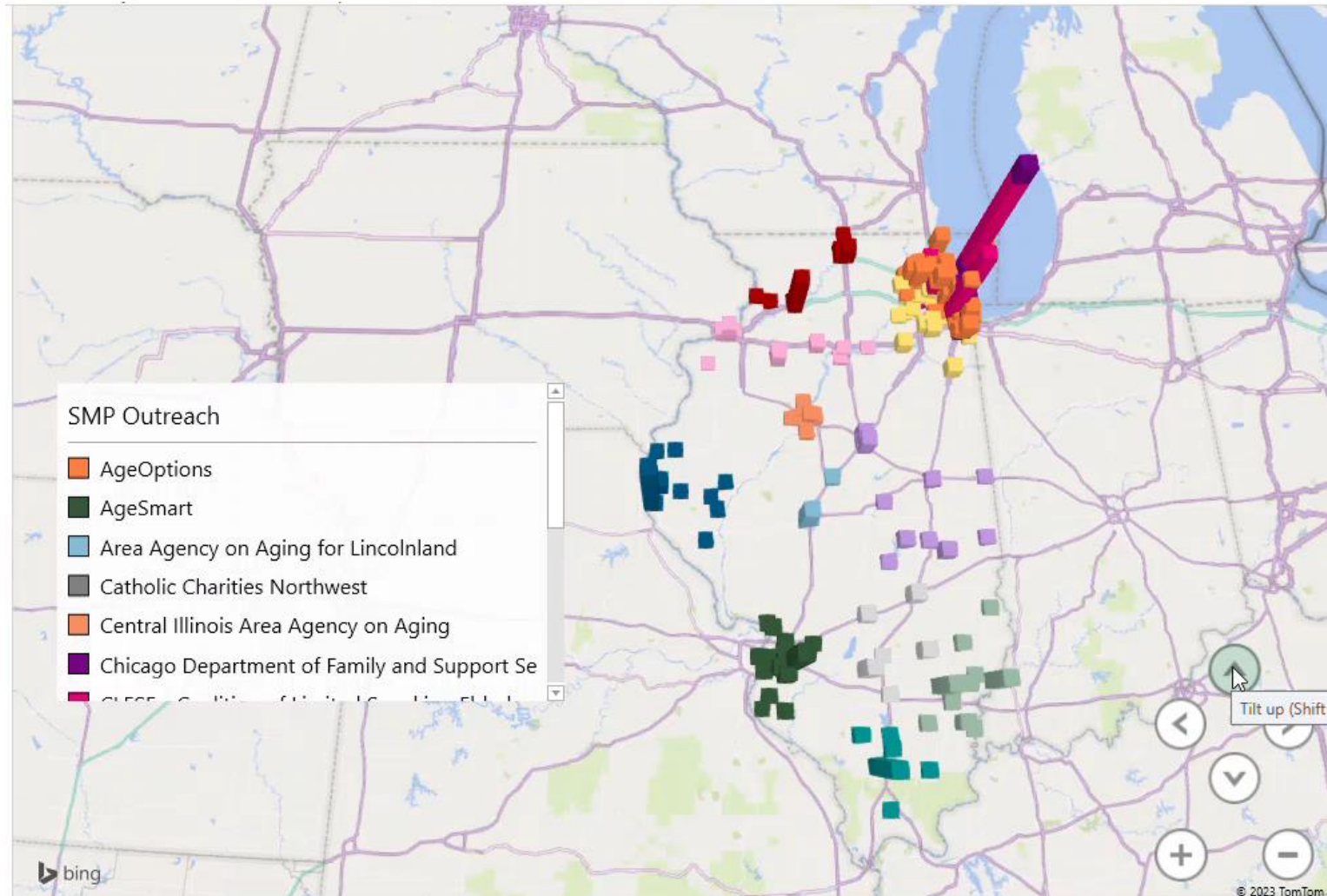
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2023 Outreach Results

- 13,655 beneficiaries reached through 324 group outreach and education events.
- 564 people reached through one-on-one counseling through our SMP Hotline.
- 25,518,080 total impressions through our multi-media campaign (TV, Radio, In store audio, Doctor's Office TV)
- We had a total of 42 team members throughout Illinois, contributing over 7,400 hours to the SMP program.



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Did you know?
Medicare loses an
estimated
\$60 BILLION
each year due to fraud,
errors, and abuse.



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Most Frequent Types of Medicare Fraud in Illinois



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Durable Medical Equipment Scams



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Durable Medical Equipment Scams

- Part B covers any medically necessary durable medical equipment.
- DME is equipment and supplies ordered by a health care provider for everyday or extended use.
- Typical DME Scams involve back braces, knee braces, walkers, canes, oxygen tanks and more.

How the Scam Works

- A beneficiary receives a call from a fraudster claiming to be from Medicare asking if they have any knee pain.
- The fraudster then offers the beneficiary a free knee brace. They then ask them to confirm their Medicare Number and personal information in return for a “free” knee brace.
- The fraudster then sells the information to a DME company who pays a doctor to sign off the brace prescription.
- A few months later the beneficiary will receive a charge Medicare Summary Notice ranging from \$500 to \$10,000.

GENETIC TESTING **SCAM**



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Oak Park, IL 60301-1102

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Genetic Testing Scams

- Genetic testing fraud happens when Medicare is billed for a test that was not medically necessary.
- Scammers are offering Medicare beneficiaries cheek swabs for genetic testing at senior fairs and through the mail.
- They bill Medicare thousands of dollars for ranging from **\$5,000 to \$25,000** for these unnecessary tests.

How the Scam Works

- You attend a health fair or presentation where people offer “free” genetic testing/screenings for cancer and/or other diseases. Then they take your Medicare number.
- What the business will do next is charge your Medicare account for the genetic testing services. You may or may not receive your test results, but if you read your MSN, you will see Medicare is charged a large amount of money for something you were told was “free.”
- Always work with your doctor. If you need genetic testing, your doctor can order it for you and talk about the results with you.

Genetic Testing Investigation



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Urinary Catheter Kit Scams



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How the Scam Works

- A beneficiary does not receive any call from the fraudster.
- The fraudsters get the beneficiaries information from a data breach.
- The fraudster then sells that information to a DME company who pays a doctor to sign off the catheter prescription.
- The urinary catheters are then billed for 10-12 consecutive months at \$1,500 per month.
- The charges on the Medicare Summary Notice show up when the billing is completed which ranges from \$12,000 to \$15,000.
- The beneficiary never received one urinary catheter in the mail!

How the Scam Works



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Case Note Example

- **SMP Featured on front page of New York Times**
 - <https://www.nytimes.com/2024/02/09/health/medicare-billing-scam-catheters.html>
 - Linda called SMP to report charges from January – October 2023 where Medicare paid \$12,152 for intermittent urinary catheter kit and insertion supplies that she did not order, receive, nor were medically necessary
 - Pretty in Pink is a legit company that offers mastectomy products such as breast prosthesis, mastectomy bras, and breast forms that fraudsters are taking advantage of
 - Pretty in Pink Boutique is a real business and there is a warning on their website of catheter fraud and what to do here:
<https://prettyinpinkboutique.com/how-to-report-insurance-fraud/>

Continuous Glucose Monitoring Scams



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How the Scam Works

- A beneficiary does not receive any call from the fraudster.
- The fraudsters get the beneficiaries information from a data breach.
- The fraudster then sells that information to a DME company who pays a doctor to sign on continuous glucose monitoring kits and supplies OR the patient may already have a need for these supplies.
- The continuous glucose monitoring systems are then billed for 4-6 consecutive months.
- The charges on the Medicare Summary Notice show up when the billing is completed which ranges from \$1,217 to \$8,568.
- The beneficiary never received any continuous glucose monitoring supplies in the mail!

Case Note Example

- A few months later, Linda called to report fraudulent continuous glucose monitoring charges on her husband's Medicare account
 - He received 3 charges (that Medicare approved) totaling **\$11,934** for Glucose Monitoring Systems and supplies that he does not medically need, order, nor received
 - The charges are from January-May 2024
 - Medicare *only* paid \$9,355 leaving the beneficiary a “you may owe” total of \$2,543

Claim type

Durable medical equipment (DME)

Date range

From 12/01/2023 to 06/26/2024

Service Dates	Provider	Medicare-approved amount	\$2,131.01
01/22/2024 to 05/22/2024	JL WEBB DME LL C	Medicare paid	\$1,670.70
Claim Type	Claim Number	You may be billed	\$426.22

Service Dates	Provider	Medicare-approved amount	\$8,586.00
01/22/2024 to 04/22/2024	JL WEBB DME LL C	Medicare paid	\$6,731.43

Service Dates	Provider	Medicare-approved amount	\$1,217.72
01/22/2024 to 04/22/2024	JL WEBB DME LL C	Medicare paid	\$954.68

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Prevent, Detect, Report

Here are some tips to avoid Medicare and Medicaid fraud:

- ★ DO NOT give your Medicare, Medicaid, or Social Security numbers to someone you do not know. NEVER give these numbers to someone who calls on the phone or comes to the door. Trustworthy health care providers will not sell their services by calling on the phone or coming to the door. **Telephone and door-to-door marketing are often a sign of fraud.** If a caller or visitor tries to threaten or pressure you into something, hang up the phone or shut the door.
- ★ DO NOT 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!**
- ★ DO NOT sign forms without reading them, and never sign blank forms.



★ DO NOT accept health care services or equipment that you do not need. If someone offers you services or equipment that you do not need and asks for your Medicare or Medicaid number, they may be billing Medicare or Medicaid fraudulently for those services. **DO talk to your doctor if you need health care services. Your doctor should order any services or supplies that you need.**

★ **Read your Medicare Summary Notice (MSN) Or Explanation of Benefits statements from your insurance plan. Watch for:**

- charges for services or supplies that you did not receive
- services or supplies that were not ordered by your doctor
- other errors

*(Note: In Illinois, people with Medicaid do not receive statements. This makes it difficult to see if someone is billing Medicaid fraudulently. **The good news is that each of the other tips above applies to people with Medicaid.**)*

The Illinois SMP (Senior Medicare Patrol) Program educates consumers about health care fraud, waste, and abuse. If you have questions about a claim on your Medicare Summary Notice or Explanation of Benefits, call the Illinois SMP program at **(800)699-9043**. Information about the Illinois SMP program is also available on our website: **www.illinoissmp.org**

How can you get involved?

- Volunteer!
- Volunteers can conduct outreach events including health fairs and presentations or provide one on one counseling to beneficiaries.
- If you want to volunteer, please contact Allyson Cassity
allyson.cassity@ageoptions.org or call (800)699-9043.

How can you get involved?

- Host or attend a presentation from our SMP.
- We have two types of presentations including SMP Bingo.
 - Introduction to Senior Medicare Patrol
 - Types of Medicare Fraud
- Contact Marina Silva at marina.silva@ageoptions.org to host a presentation.

How can you get involved?

- The Illinois SMP Program sends email Fraud Alerts every other Tuesday.
- These alerts contain fraud-related articles, scams, upcoming presentations and other helpful information.
- You can register here: <http://illinoissmp.org>.

Questions?

- **Contact Information**
 - Marina.Silva@ageoptions.org
 - 800-699-9043 (SMP Hotline)
 - www.illinoissmp.org

