

# Protecting Your Health Care Identity

## Exploring the Latest Health Care Scams



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**STATE  WIDE**  
**New York StateWide Senior Action Council, Inc**  
*Improving The Lives of Senior Citizens & Families in NY State*

  
**New York State**  
**SMP**  
Empowering Seniors To  
Prevent Healthcare Fraud

# **Watch out for Medicare Phone Scams - Senior Medicare Patrol**



# NYS Senior Medicare Patrol

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- **In 2018** – NY StateWide Senior Action Council received the Senior Medicare Patrol grant from the U.S. Administration on Community Living to help prevent Medicare and Medicaid Fraud among seniors in New York State.
- **Senior Medicare Patrols (SMPs)** 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.

# How Does the SMP Program Work?

- Through community outreach, educational presentations and distributing information
- A growing corps of volunteers throughout the state, who serve as eyes and ears of their communities, and disseminate materials about our program
- Certified, unbiased counselors who provide assistance to the public and work with the U.S. Office of the Inspector General to resolve cases

# What is Medicare Fraud & Abuse?

**FRAUD:** Intentionally billing Medicare for services that were not received or billing for a service at a higher rate than justified

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

**TYPES:** Ambulance, COVID-19, Home Health Care, Medical Identity Theft, Mental Health Care, Nursing Home, Prescription Drugs and more



# Latest Tactics

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**Genetic Testing:** A company using “telemedicine” to offer testing to you over the phone and arranging for a “teledoc” to order the test.

**Durable Medical Equipment (DME) Fraud:** Attestation forms are included in the box with the braces and sent to you. Don't sign them.

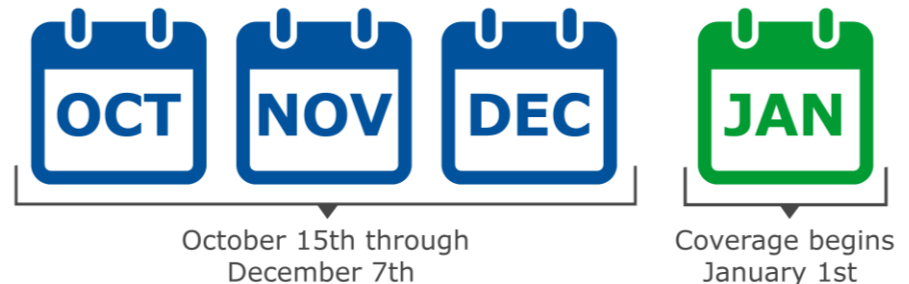
**Medicare Card Scam:** Scammers are calling to ask for your personal information and to issue you a new 2021 Medicare Plastic Chip card.



# Scams During Annual Enrollment

## Watch out for:

- Callers claim they work with Medicare.
- Say you must join a Medicare prescription plan (Part D).
- Ask for personal information, such as your Medicare number, Social Security number and/or bank information.
- Threaten or pressure you to enroll in their plan.
- Offer you gifts to enroll in their plan -- it's illegal.



All of these scams are part of a  
bigger picture...

THE  
BIG  
PICTURE



# Strike Force Teams

- A joint initiative that consists of the OIG, FBI, DOJ, Office of the US Attorney and local law enforcement
- Strike Force teams have shut down health care fraud schemes around the country, arrested more than a thousand criminals, and recovered millions of taxpayer dollars.
- Currently operate in 15 big fraud cities including: Chicago, LA and Brooklyn.

## STRIKE FORCE STATISTICS

March 2007 – September 30, 2020

- Criminal Actions: 2,386
- Indictments: 3,075
- Investigative  
Receivables: 3.82B

Source: [oig.hhs.gov](https://oig.hhs.gov)

# National Health Care Fraud **TAKEDOWN**

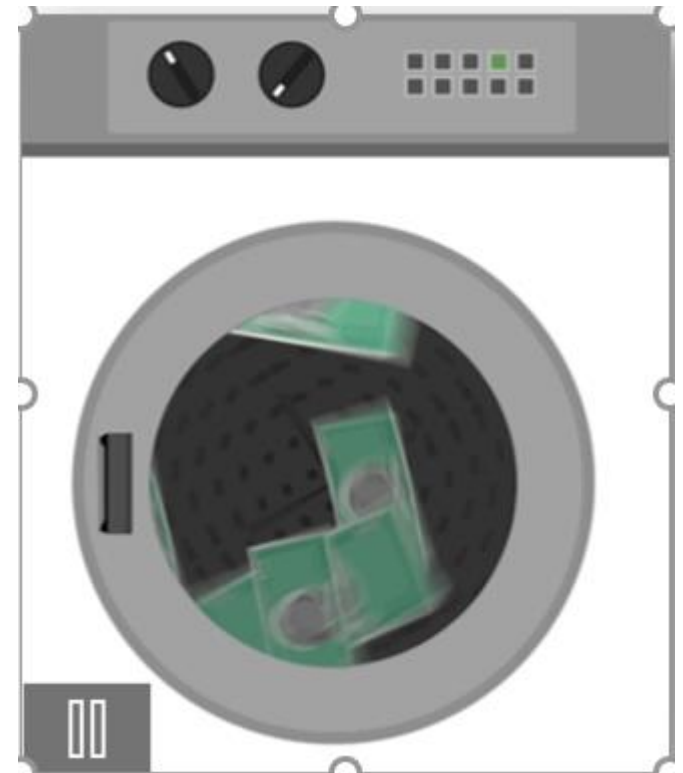
- 2016 to current
- Scammers targeted Medicare and Medicaid beneficiaries in schemes involving:
  - ✓ Kickbacks, bribes
  - ✓ Involving DME companies, labs, pharmacies
  - ✓ In exchange for DME, genetic testing, prescription drugs that are medically unnecessary

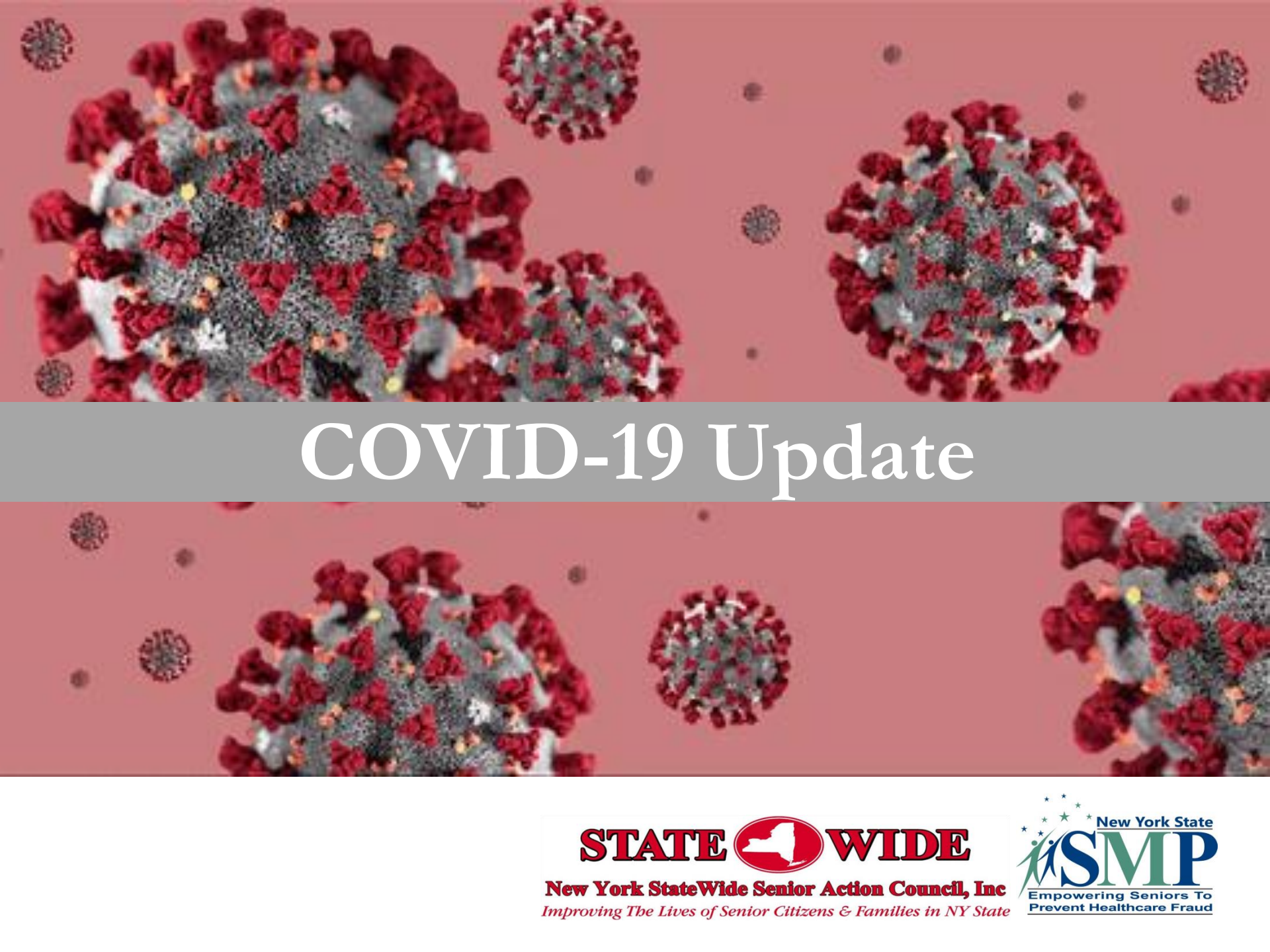


# Strike Force Team - Brooklyn

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- Investigation spanned a decade.
- Latest Brooklyn bust:  
Healthcare kickback and  
money laundering conspiracy.  
(8/20)
- Ordered to pay \$23 million  
to Medicare, \$16 million to  
Medicaid.





# COVID-19 Update

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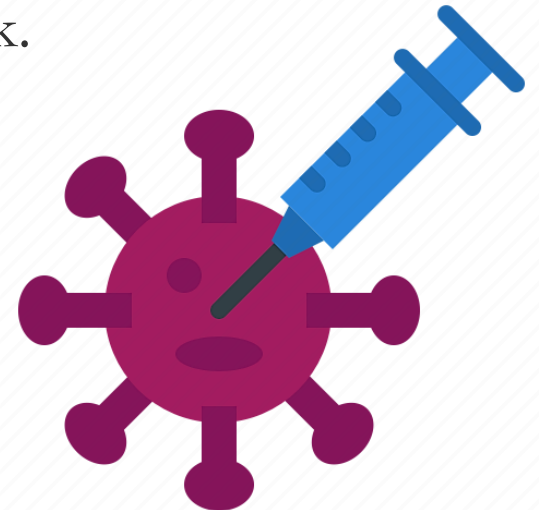
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# Fraud Surrounding COVID-19

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## VACCINE TRIAL SCAM

- COVID-19 Vaccines
- Better Business Bureau warning about a scam - victims get a text message promising \$1,200 if they participate in a vaccine clinical trial. It tells you to click on a link.
- The scam works two ways
  - ✓ unleashes malware
  - ✓ directs you to a website that asks for personal info



# What to Look For

## Scammers Follow the Headlines & New Treatments

- Costco is selling at-home COVID-19 diagnostic tests online.
  - ✓ Who else will join the bandwagon – fake testing?
- Wearable sensors
  - ✓ Technology is legit but watch for the scammers to take advantage.





# Step 1

## Protect Yourself and Others from Medicare Fraud

### DO

- ✓ Treat your Medicare card and number like your credit card.
- ✓ Watch out for identity theft.
- ✓ Be aware that Medicare doesn't call or visit to sell you anything.
- ✓ Be cautious of offers for "free" medical services.

### 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.
- ✓ Don't click on links from sources you do not know



# Step 2

## Detect Medicare Fraud & Abuse

- Use your Personal Health Care Journal
- Review Medicare Summary Notices (MSNs) and other statements for:
  1. Services you didn't receive
  2. Double-billing
  3. Services not ordered by your doctor
- Call us for your FREE Healthcare Journal
- Access your Medicare information at [www.mymedicare.gov](http://www.mymedicare.gov).



# Step 3

## **Report Suspected Medicare Fraud and Abuse**

- ❖ Call the provider.
- ❖ Gather information and documentation.
- ❖ **Contact the NYS SMP.**
- ❖ **This is a free and confidential service!**



**NYS SMP Phone Number**  
**800-333-4374**

# Volunteer

Join the SMP Program,  
Become a Volunteer Today!



Help Medicare  
Beneficiaries  
Protect, Detect,  
and Report

Give  
Presentations  
and Distribute  
Information



Table at Events  
Help by staffing  
information kiosks  
or exhibits

Perform  
Administrative  
Work



Call 800-333-4374

# Contact Us

## Contact your State SMP: New York StateWide Senior Action Council

Visit us online: ([www.nysenior.org](http://www.nysenior.org))

**For more information**

Call Toll-free: (800-333-4374)

**To report suspected fraud/abuse**

**For training, speakers, and/or materials**

**To volunteer with the SMP program**



# ANY QUESTIONS



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