



## REMINDERS



Join us for the SMP  
Volunteer Meeting on  
**NOV 17 at 11:00 AM.**

- To join by computer  
Click [HERE](#)
- To join by phone dial  
646-558-8656, Meeting  
ID: 533 682 2516

## Hello!

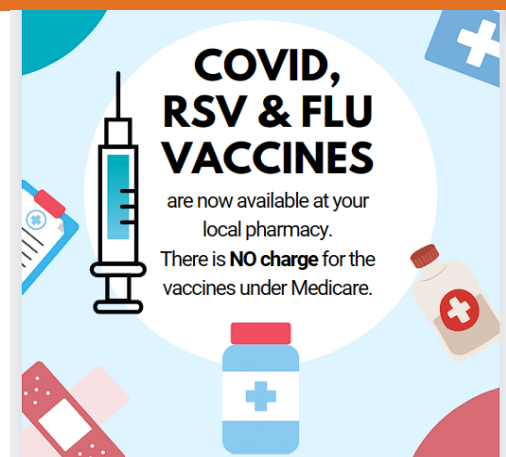
It's time for our monthly catch-up via the SMP Volunteer Newsletter. We're deep into Open Enrollment, and your role as SMP volunteers is more crucial than ever. We all know how many beneficiaries may get unsolicited calls, mail, or visits from insurance agents, seeking to offer assistance. So, remind them about the importance of verifying the identity of anyone dealing with Medicare-related services.



Medicare beneficiaries may also encounter aggressive marketing tactics during Open Enrollment. We'll go over some of the marketing violations on page 2 and check out our November Fight Fraud Toolkit for even more insights.

And there's volunteer news to share! We're excited to introduce our newest SMP volunteer, Rita Jackson. Rita's got a wealth of experience and knowledge, and you'll get to know her better on page 2 of this newsletter.

If you have any questions or concerns, please don't hesitate to reach out to us. Your SMP team is here to support you. **See you at our next SMP Volunteer monthly meeting on 11/17, 11 AM!**



## UPCOMING TEACH INS

**NOVEMBER 21, 10:00 AM**

- **Successes in Prosecuting Healthcare Fraud, [REGISTER](#)**
- **Speakers:** Christopher R. Moran, Assistant United States District Attorney, Northern District of NY and Emily Auletta, Assistant United States Attorney, NYS Attorney General's Office Medicaid Fraud Control Unit

# Medicare Fraud Helpline 800-333-4374

## Marketing Violations During OEP



Agents and brokers have strict regulations when they engage in marketing activities. Report potential Medicare marketing violations if:

1. You receive an unsolicited phone call from a company you have had no prior relationship.
2. A company falsely represents itself as being affiliated with or endorsed by Medicare, Social Security, or Medicaid.
3. You find leaflets, flyers, door hangers on your car or at your residence from a company that you didn't schedule an appointment.
4. You signed up for a plan after being told by a company that certain prescriptions or services were covered, but after reviewing your EOB, you found they were not covered by the plan and you received a bill instead.

**If you or anyone you know experiences any of these violations, find billing errors or have concerns, call the NYS SMP at 800-333-4374.**

## ARTICLES ON MEDICARE ENROLLMENT SCAMS



- [The Latest Medicare Enrollment Scams And How You Can Avoid Becoming A Victim](#)
- [Marketing Can Mislead Older Adults During Medicare Open Enrollment \(yahoo.com\)](#)

Source: smpresource.com



Rita Jackson

## Welcome New Volunteer Rita Jackson!

Rita Jackson has a passion to make a difference in people's lives. After she left her career in human resources management, she discovered volunteering. She quickly learned how it gave her life a whole new meaning and purpose.

In 2008, Rita joined AmeriCorps Seniors and volunteers with SCORE (Service Corp of Retired Executives) and the Museum for Maritime Navigation and Communication. Her dedication to volunteering led to her receiving the Presidential Lifetime Service Award in 2023 for contributing an impressive 4,000 hours of volunteer service over 15 years.

The inspiration for all her efforts is her daughter, Sherry, who fought valiantly against stage IV breast cancer, but passed away in 2010.

Before her death, Sherry volunteered with Cancer Care. Rita found their hospice experience transformative. She felt privileged when people who were so despondent let her in.

For anyone considering volunteering, Rita offers this advice: "You will feel valued and appreciated. You will learn, grow, and forge wonderful friendships. Your heart will soar as you witness the transformation in those you assist."



*We are so excited to have Rita join our SMP team!*

