



REMINDERS



Join us for the SMP
Volunteer Meeting on
October 20 at 11:00 AM.

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

Hello,

In this edition, we reflect on the highlights of StateWide's 2023 Convention in Saratoga Springs, and provide you with tools and knowledge to better serve your communities.

Consumer Protection Panel

One of the convention's highlights was the Consumer Protection Panel, where SMP Director Tiffany Erhard took the stage to discuss a crucial topic: Social Engineering. Tiffany shed light on the methods scammers use to manipulate seniors including baiting and phishing and SMP volunteers left the panel equipped with the knowledge to better protect seniors in their communities. (See page 2)

Senior Medicare Patrol Meeting

During the SMP breakout session, attendees convened to hear volunteer Barb McBurnie share her volunteer journey. Volunteers also received their SMP toolkit containing tabling tips and helpful information about both StateWide and the SMP program. Congrats to raffle winner Sophia Banks from Western, NY who won the SMP Gift Bag including a \$50 gift card and SMP swag!

We look forward to sharing this information with everyone at our next meeting. Please attend on October 20, 11:00 AM!



Our strength lies in our community of dedicated volunteers, and what better way to grow and share knowledge than by inviting a **friend to join us in our SMP mission?**



Extend an invite to a friend today!

WEBINAR TEACH IN—SEPT 26

Topic: The Prior Approval Process for Needed Medications and How to Appeal.

Date: September 26, 2023

Time: 11:30 AM—12:30 PM

To register, [click HERE](#)

To connect via phone:

646-558-8656

Webinar ID 879 1103 7859#

Medicare Fraud Helpline 800-333-4374

What is Social Engineering?

The use of deception to manipulate individuals into divulging confidential or personal information that may be used for fraudulent purposes.

How does it work?

- Scammers gather info from various resources including data leaks, internet, & the dark web.
- Then they establish a relationship with the target to play the game of exploitation then quickly leave the conversation before suspicion sets in.

What are some of the techniques used?

Baiting

- Luring potential targets by offering them some sort of reward or promise of free, discounted, or new products.

Phishing

- Impersonation of legitimate organizations like Medicare, SSA, or IRS to steal personal information using phone calls, texts, emails, letters, and even in-person.



Future Trends: Robocalls, Chatbots and AI

“Say Yes” Scam: A robocaller asks questions like: “Can you hear me?” or “Do you have a Medicare card?” to get a “Yes” that they record and use to authorize claims or services that you never requested. [Watch video from the BBB.](#)

What can we do?

- Beware of unsolicited requests and don’t answer the phone from unfamiliar numbers.
- Review your MSN for unauthorized charges.
- Report suspicious activity to the NYS SMP Helpline, 800-333-4374

Fraud Prevention at the Convention!



SEP 12: Exhibit Hall: Our dedicated volunteers were at the SMP tables, offering assistance to convention attendees seeking answers about fighting Medicare fraud.



SEP 11: Opening Night Reception

