

# SMP MONTHLY

ISSUE NO. 48 | JAN 2024 |

## HELLO JANUARY

### REMINDERS



Join us for the SMP  
Volunteer Meeting on  
**JAN 19, 2024**  
**at 11:00 AM.**

- To join by computer  
Click [HERE](#)
- To join by phone dial  
646-558-8656, Meeting

### Hello and Happy New Year!

As we step into 2024, the NYS Senior Medicare Patrol continues to educate and empower seniors in the battle against healthcare fraud and abuse.



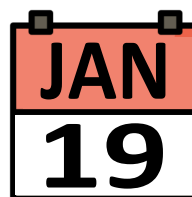
**Stay Informed:** Our monthly meetings, volunteer newsletters, and fight fraud toolkits are vital resources, keeping you informed about the latest trends and scams targeting Medicare beneficiaries.

**Weekly Roundup:** Our comprehensive email update covers changes in Medicare policies, fraud prevention tips, upcoming webinar sessions, and invitations to community meetings. Expect this email to hit your inbox every Friday.

**Share Your Ideas:** Your experiences and suggestions help shape our initiatives and strengthen our program. Please take a moment to fill out our survey [HERE](#).

### Save the Date

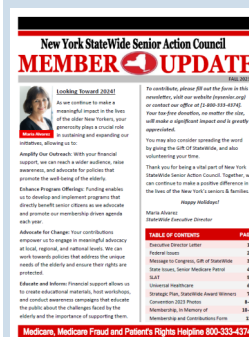
Our first SMP Volunteer Meeting of the year is scheduled for Friday, January 19th, at 11:00 AM. We're excited to reconnect with everyone – looking forward to seeing you there!



### BENEFICIARY SURVEY

Medicare will be conducting their Beneficiary Survey via phone. If you are chosen for the survey, you will receive a letter to schedule a phone interview and alert you that NORC, a company working with Medicare, will be calling. If you want to check if the call is legitimate, contact NORC at 877-389-3429.

### STATEWIDE NEWSLETTER



View the latest  
[StateWide  
Member  
Update  
Newsletter](#)



# Medicare Fraud Helpline 800-333-4374



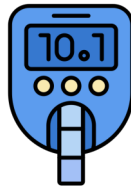
## SCAM ALERT: Remote Patient Monitoring (RPM) Fraud

The U.S. Department of Health and Human Services Office of Inspector General (OIG) is alerting the public about a [fraud scheme](#) involving monthly billing for remote patient monitoring (RPM).

Our print campaign and January Fraud of the Month also focuses on RPM Scams.

### What is Remote Patient Monitoring?

- Remote patient monitoring is the use of digital technologies to **collect health data from patients in one location and electronically transmit that information securely to providers in a different location** (data can include vital signs, blood pressure or pacemaker information).
- Equipment can include glucose monitors, blood pressure cuffs, cardiac rhythm devices, and other devices.



### Remote Patient Monitoring Scams

- Scammers sign up Medicare enrollees for RPM services and **deliver monitoring equipment regardless of medical necessity.**
- **Contact may include using text, phone, email, internet ads,** and often are from a durable medical equipment company or pharmacy.
- **Billing might be listed under different care management services or behavioral health services.** Often, the monitoring never happens, but the enrollee is still billed monthly.

### Protect Yourself

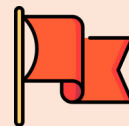
- **Check your Medicare Statements** for claims that reference “remote monitoring” or office visits that did not take place.
- **If unordered medical equipment is delivered, refuse delivery.** Keep a record of the sender’s name and date you returned the item.
- **Do not disclose Medicare information** to anyone except for your provider's office.
- Be sure **YOUR doctor has assessed your condition** and orders the services or equipment.

Please share this alert with your community.

**If you suspect fraud, call the NYS Senior Medicare Patrol to report it. 800-333-4374**

**To read more about Remote Patient Monitoring, see articles and sites below:**

- [BioTelemetry and LifeWatch to Pay More than \\$14.7 Million to Resolve False Claims Act Allegations Relating to Remote Cardiac Monitoring Services](#) (*justice.gov* 12/18/23)
- [Telehealth and remote patient monitoring](#) (*HHS.gov*)



## MEDICARE STATEMENT RED FLAGS!

**Watch for words like:**

- Diabetic supplies
- Hospice
- Glucose monitors
- Genetic tests
- Urinary catheters
- COVID-19 tests

**If the claim looks suspicious report it to the NYS SMP at 800-333-4374!**

