



On the Front Lines of COVID Fraud with the Senior Medicare Patrol

Presented by:
The SMP Resource Center



Presentation Overview

SMP
Overview

COVID-19
Fraud
Schemes

Emerging
and Future
Trends

SMP
Resources

What is the Senior Medicare Patrol (SMP)?

Mission

To 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.

- Grant-based program administered by ACL since 1997
- 54 State Projects: One in every state, DC, PR, GU, and USVI
 - 5,346 Team Members nationally
- SMP's goals:
 - To prevent Medicare fraud before it happens via public outreach and one-on-one assistance and
 - To report suspected issues as quickly as possible to the proper investigators
- SMP is known as a trusted OIG & CMS partner and provides a direct link from Medicare beneficiaries to fraud investigators
- SMP Resource Center: www.SMPResource.org



Preventing Medicare Fraud



SMP

Senior Medicare Patrol

Preventing Medicare Fraud

Categories of COVID-19 Fraud

Pandemic Supplies and
Equipment

Testing, Treatments,
Vaccines, and Cures

COVID-19 Related
Medical Services

Other Pandemic Related
Fraud

Methods of Contact

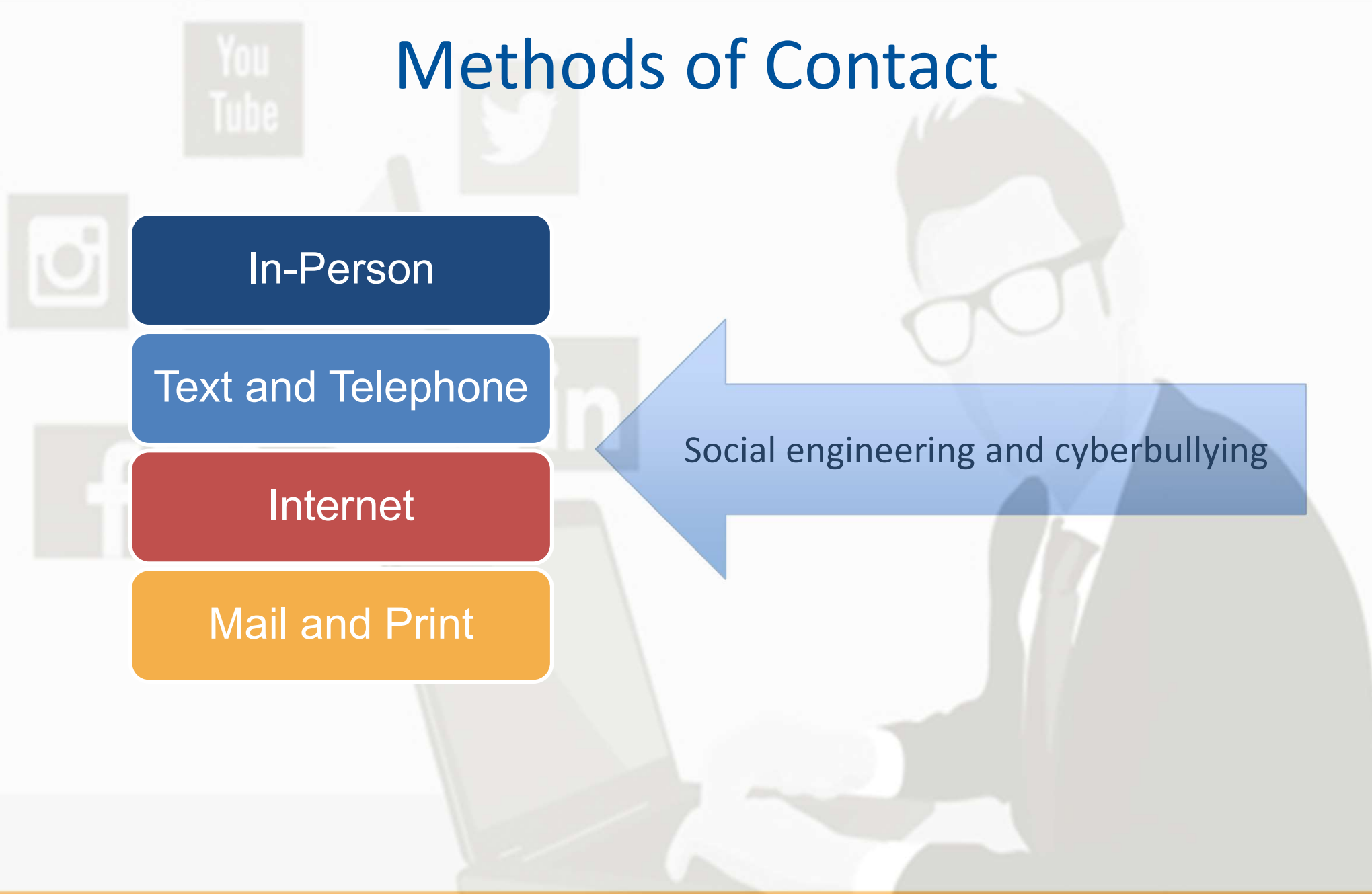
In-Person

Text and Telephone

Internet

Mail and Print

Social engineering and cyberbullying



Pandemic Scams/Identity Theft

- PPE
- Testing Scams
- Contact Tracing
- Treatments and Cures
- Door-to-Door Solicitation
- Telemedicine/Telehealth



Be on the Lookout for Contact Tracing Scams

SMPresource.org


Contact tracers will:

- Be State Department of Health employees or their contractors.
- Only ask about personal symptoms and individuals a person has come into contact with.
- Only ask if a person has insurance so they can connect those who are not insured with resources. They will never ask for specifics about a person's insurance.
- Not be responsible for setting up a beneficiary's COVID tests.
- Never collect payments for COVID tests.

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Opportunistic Fraud


- Insurance Marketing
- Remote Patient Monitoring
- Robocall Wellness Surveys and Visits
- Vaccine Trials
- Vaccine Surveys
- Vaccine Passports



ATTENTION MEDICARE BENEFICIARIES:

No Copayments.
No Coinsurance.
No Deductible.

Don't provide any money upfront when getting the COVID-19 vaccine. Provide your Medicare card and Medicare will be billed.

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877.808.2468
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Emerging and Future Trends

- Add-On Services
 - Genetic Tests/Cardiogenetics
 - DME
 - Allergy Testing and Immunotherapy
 - Physical Therapy
 - Respiratory Virus Panels
 - Other Diagnostics
- COVID Long-Hauler Treatment
- Free COVID Tests (and Testing Sites)



SMP Resources

- COVID-19 Fraud Resource Page
 - Consumer Fraud Alert
 - Tip Sheet
 - Infographics
 - Videos
 - Links to Other COVID-19 Resources



SMP SCAM WATCH:
COVID-19 Antiviral Drug Access

Be cautious of any offers for COVID-19 cures and treatments. Speak to your health care provider prior to taking any new medications or supplements.

- Medications are only available after FDA approval. It is not possible to gain early access to any unapproved medications.
- Follow CDC guidelines for accurate information about approved vaccines and treatments.
- Never provide or confirm personal, identifiable information (such as your Medicare number) to anyone who contacts you through unsolicited calls, texts, emails, or house visits.

REPORT DRUG OFFERS TO THE SENIOR MEDICARE PATROL (SMP) OR U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES OFFICE OF INSPECTOR GENERAL (HHS OIG).

#SMP RESOURCES.ORG

Scams related to the coronavirus, also known as COVID-19, are rapidly increasing as the public health emergency develops. Scammers are targeting older adults and those with serious long-term health conditions who appear to have a higher risk for serious illness from COVID-19.

Fraudsters are attempting to bill Medicare for sham tests or treatments related to the coronavirus and are targeting individuals to illegally obtain money or Medicare numbers.

COVID-19 Vaccine Schemes

Scammers rapidly alter their tactics and adapt their schemes to the changing landscape, and we anticipate that they will leverage the COVID-19 vaccine to prey on unsuspecting beneficiaries. Be vigilant and protect yourself from potential fraud concerning COVID-19 vaccines and treatments. Here are things you need to know about the COVID-19 vaccine:

- You will not need to pay anything out-of-pocket to get the vaccine during this public health emergency.
- You cannot pay to put your name on a list to get the vaccine.
- You cannot pay to get early access to the vaccine.
- Be cautious of door-to-door visitors – especially those that are unsolicited or come without notice.
- No one from Medicare or the Health Department with contact you.
- No one from a vaccine distribution site or health care payer, like a private insurance company, will call you asking for your Medicare number, Social Security number, or your credit card or bank account information to sign you up to get the vaccine.
- Photos of COVID-19 vaccination cards should not be shared on social media. Posting content that includes your date of birth, health care details or other personally identifiable information can be used to steal your identity.

What Does Medicare Cover in Relation to COVID-19?

- Medicare Part B (Medical Insurance) covers COVID-19 tests when ordered by your doctor or health care provider on or after February 4, 2020.
- Medicare covers all medically necessary hospitalizations, including extra days in the hospital for patients who had to stay longer under COVID-19 quarantine.
- Medicare also recently expanded coverage of telehealth services to enable beneficiaries to access a wider range of services from their providers without having to travel to a facility.
 - This includes access to doctors, nurse practitioners, clinical psychologists, and licensed clinical social workers.
 - During this emergency, there are also more options for the ways your providers can talk with you under this provision.
- For Medicare coverage questions, contact your local State Health Insurance Assistance Program (SHIP) at SHIPCenter.org or 1-877-839-2675.

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