Mr. Lee was almost a victim of fraud...

Mr. Lee has Medicare. One evening he received a phone call from a woman who identified herself as a Medicare representative. The woman on the phone told Mr. Lee she could save him hundreds of dollars each month by signing him up for the new Medicare Prescription Drug Coverage. Mr. Lee pays over $300 in drug costs each month, so he was eager to join. When the woman said she could sign him up over the phone and asked for Mr. Lee's Medicare and checking account numbers, he gave them to her.

After sleeping on it, Mr. Lee realized he had made a mistake by giving out his personal information and contacted his local SMP. The SMP helped Mr. Lee contact his bank to close his account and reported the crime to the police and Medicare.

...thanks to his SMP, he was not.

Don't be a target of healthcare fraud.

Empowering seniors to prevent healthcare fraud.

Find out how to prevent healthcare fraud.

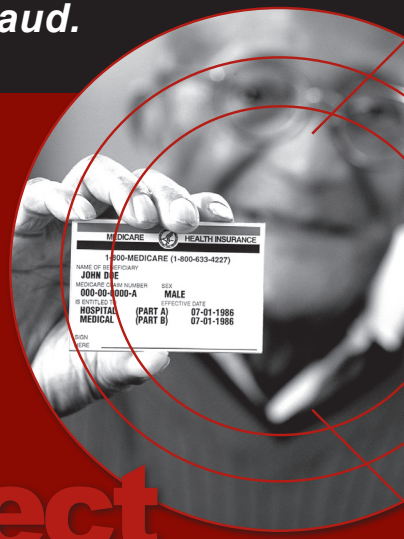
North Carolina Senior Medicare Patrol (NCSMP)

North Carolina Department of Insurance

1-855-408-1212 · www.ncshiip.com

NORTH CAROLINA SMP

Empowering Seniors To Prevent Healthcare Fraud



Protect Detect Report

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Protect

Protect yourself from Medicare errors, fraud and abuse.

Protecting your personal information is the best line of defense in the fight against healthcare fraud and abuse. Every day, consumers get ripped off by scam artists. Medicare and Medicaid lose billions of dollars each year. You can make a difference!

Here are some ways to take an active role in protecting your healthcare benefits:

- Treat your Medicare, Medicaid and Social Security numbers like a credit card number. Never give these numbers to a stranger.
- Remember, Medicare doesn't call or visit to sell you anything.
- Don't carry your Medicare or Medicaid card unless you will need it. Only take it to doctor's appointments, visits to your hospital or clinic, or trips to the pharmacy.
- Record doctor visits, tests and procedures in your personal health care journal or calendar.
- Save Medicare Summary Notices and Part D Explanation of Benefits. Shred the documents when they are no longer useful.

Detect

Learn to detect potential errors, fraud and abuse.

Even when you do everything right, there is a chance that you could be a target of healthcare fraud. There are a lot of ways that your personal information can be used without your permission.

Here are some steps you can take to detect potential errors, fraud and abuse:

- Always review your Medicare Summary Notice (MSN) and Part D Explanation of Benefits (EOB) for mistakes. Access to your current Medicare account is available 24 hours a day, simply visit www.MyMedicare.gov.
- Compare your MSN and EOB to your personal health care journal and prescription drug receipts to make sure they are correct.
- Look for three things on your billing statement:
  - Charges for something you didn't get
  - Billing for the same thing twice
  - Services that were not ordered by your doctor

Report

If you suspect you have been a target of errors, fraud or abuse, report it.

If you suspect errors, fraud or abuse, report it immediately! You will protect other people from becoming victims and help to save your Medicare benefits.

Here are the steps you should take to report your concerns and abuse:

- If you have questions about information on your Medicare Summary Notice or Part D Explanation of Benefits, call your provider or plan.
- If you are not comfortable calling your provider or plan or you are not satisfied with the response you get, call the North Carolina Senior Medicare Patrol Program (SMP) at 1-855-408-1212. All conversations are confidential.

NCSMP is a division of the
Seniors' Health Insurance Information Program (SHIIP)
at the North Carolina Department of Insurance.