

Steve Sisolak
Governor



Richard Whitley
Director

State of Nevada

Department of Health and Human Services

Senior Medicare Patrol (SMP)

Aging and Disability Services Division

Jeff Duncan, Social Services Chief II

LaDonne Knighten, Social Services Program Specialist III



11/13/2019

Helping people. It's who we are and what we do.

Agenda Item VII D-1 (SILVER)
Meeting Date: 11-13-19

Agenda

- Background of the Senior Medicare Patrol (SMP) program
- Activities of the program
- Current scams
- Success story





Mission

- To educate and empower seniors to help in the fight against Medicare and Medicaid fraud, to actively protect themselves from fraudulent and abusive health care practices, and to report suspicious activity.
- To recruit and train a group of volunteers dedicated to assisting in this effort.
- To assist in resolving complaints or referring suspected fraud to investigative and law enforcement bodies.



Background

- Funded by the Administration for Community Living (ACL) through Health Care Fraud and Abuse Control Program (HCFAC)
- Established in Nevada in 1999.
- Administered by the State of Nevada Aging and Disability Services Division



Major Activities


- Recruit and train volunteers to:
 - Represent SMP at health and senior fairs
 - Give presentations to beneficiaries, caregivers; in-service training for staff that work with seniors
- Currently 65 active volunteers statewide
- Operate the SMP Help Line



SMP Help Line

- Statewide number: 1-888-838-7305
- Take complaints ranging from the high cost of healthcare to outright fraud
 - Inquiries about the program
 - One-on-one counseling for beneficiaries, families and caregivers
 - Complex issues (complaints of Medicare billing fraud, error or abuse)





Referrals

- SMP team members are fact gatherers, not investigators
- SMP advocates resolve the complaint by contacting the provider or plan
- If fraud is suspected, SMP refers to the appropriate entities for investigation:
 - Centers for Medicare and Medicaid Services (CMS) Contractors
 - CMS Regional Office
 - Office of Inspector General (OIG)
 - Medicaid Fraud Control Unit
 - Federal Trade Commission



Referrals made to Federal Trade Commission (FTC)

- Identity Theft
- Rip-offs and Imposter Scams
- Mobile Devices or Telephones
- Robocalls, Unwanted Telemarketing, Text or SPAM
- Internet Services, Online Shopping or Computers
- Education, Jobs and Making Money
- Credit and Debt
- Natural Disaster Scams



Referrals made to U.S. Health and Human Services Office of Inspector General (OIG)

- Medicare Fraud and Abuse
- Medicaid Fraud & Abuse (also to Attorney General's Medicaid Fraud Control Unit)
- Durable Medical Equipment (DME) Marketing Violations



Other Referrals

- Centers for Medicare and Medicaid Services (CMS)
- 1-800-MEDICARE
- Beneficiary and Family Centered Care Quality Improvement Organization (Livanta)
- Nevada Division of Insurance
- State Licensing Boards
- State Long-Term Care Ombudsman
- Office of Consumer Health Assistance



Biggest Senior Scams of 2019 According to the National Council on Aging (NCOA)

- Social Security Administration (SSA) spoofing calls - report to SSA OIG (1-800-269-0271)
- Grandparent Scam - send cash in a magazine
- Natural Disaster Scams - watch out for fake websites and charity impersonators

Genetic Testing Scam

- Offers of “free” genetic testing or cancer screening covered 100% by Medicare with a cheek swab
- May be received by phone, mail and most likely in person at a health fair, senior center, residential complexes for older people, and veterans’ centers
- Test results seldomly received
- Nevada SMP has received 20 complaints since March 2019
- Medicare does not cover genetic testing unless a beneficiary’s primary doctor orders testing as medically necessary
- Costs for these tests run \$2,000 up to \$16,500

A Success Story

November 15, 2011 - Complainant affiliated with a local hospice company meets with Nevada SMP to express concerns:

- Modification of patient records
- Administrator & CFO tell employees to only document decline in patients' health
- Administrator signing patients' names on legal documents left-handed
- Joking about Medicare Fraud was common in the hospice office

SMP reports case to:

- OIG Hotline via ACL
- Safeguard Services (Medicare Zone Program Integrity Coordinator)
- Local OIG-HHS Special Agents





SETTLEMENT- August 21, 2017
Civil Case settled for \$2,000,484.63





Questions?





Contact Information

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Acronyms

- **ADSD**- Aging and Disability Services Division
- **ACL**- Administration for Community Living
- **CMS**- Centers for Medicare & Medicaid Services
- **DHHS**- Department of Health and Human Services
- **DME**- Durable Medical Equipment
- **FTC**- Federal Trade Commission
- **HCFAC**- Health Care Fraud and Abuse Control Program
- **NCOA** – National Council on Aging
- **OIG**- Office of Inspector General
- **SMP**- Senior Medicare Patrol
- **SSA**- Social Security Administration

