

'Care Share

Nursing Home Fraud

What can you do to stop nursing home care fraud?

● **Read your Medicare Summary Notice (MSN) or Explanation of Benefits (EOB) to compare the services Medicare was charged with what you received.**

● Be sure you work with your doctor to enroll you in any skilled nursing facility (SNF) therapy services you may need and to determine medical necessity for these services.

● Do not accept gifts (such as money, gift cards, or groceries) in return for choosing a nursing home in which to receive skilled nursing.

● Do not sign forms that you do not understand, including a Medicare Outpatient Observation Notice (MOON), an Advance Beneficiary Notice (ABN), or any form that is blank.

● Report charges on your MSN or EOB for services or visits you did not receive.

PROTECT YOURSELF AGAINST

nursing home fraud



SMP RESOURCE.ORG

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Medicare is billed for skilled nursing services for dates after you were released from a skilled nursing facility.

● Report charges on your MSN or EOB for services that are different than what you received.

● Report quality-of-care complaints to your local SMP and the Beneficiary Family Centered Care Quality Improvement Organization (BFCC-QIO).

Contact the #SeniorMedicarePatrol to report nursing home care fraud in Montana: 1-800-551-3191.

Medicare Fraud Information for Caregivers

If you have a loved one with dementia, be on the lookout for scammers. If people are confused or unsure if they are supposed to know or trust people, they may give up their personal information to people they should not, putting them and their bank accounts, Medicare, and identity at risk.

It is not if a scammer has called, rest assured everyone receives these calls regularly. The question is, have they gotten any of the information they wanted? If so, how might one know that their loved one is being scammed?

Pay attention to phone calls. If your loved one is receiving an inordinate amount of phone calls, they are on lists. Once someone has either stayed on the line very long talking to a scammer, or worse, given out information, their phone number is more marketable and will be sold repeatedly to

other scammers. This increases the call volume immensely and will be noticeable.

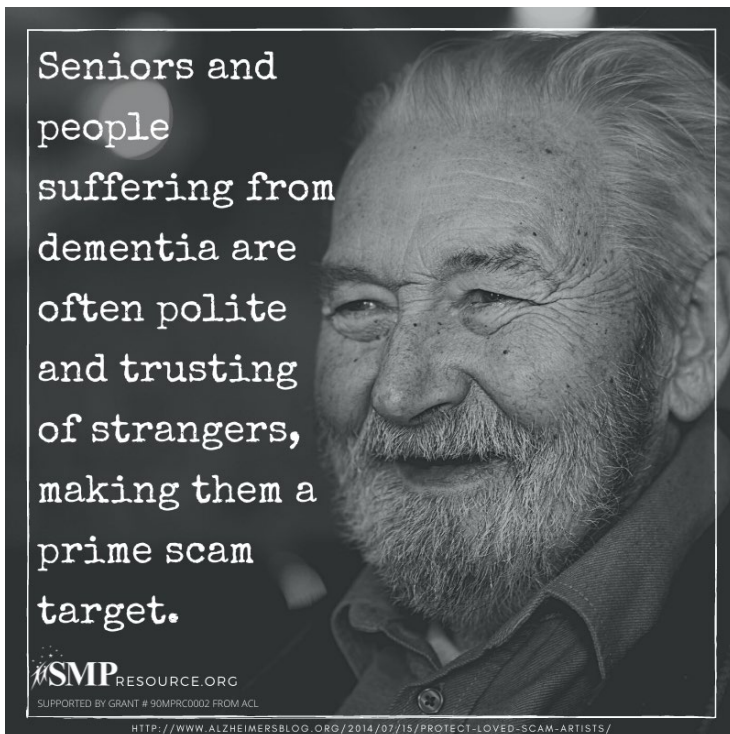
The best thing to do is to try and keep them from answering the phone when they do not know who it is. This is trickier when someone suffers from dementia, but there are still steps you can take to stop the fraud.

Understand that Medicare will never call to sell anything. A reputable DME company will not cold call clients either. It is best to hang up and not engage with any unsolicited offers for a new Medicare card, medical equipment, or genetic test kit. Unfortunately, once someone has, you will need to be more diligent with reading the Medicare Summary Notices that arrive quarterly.

This may seem daunting, but Medicare has strict coverage rules, and you may even find a bill for a denied service or item down the road like for genetic test kits for example.

Always reconcile the Medicare Summary Notices and monitor them for any claims for services or supplies to which they did not receive. This would be a possible red flag their information has already been stolen. Montana SMP has tools you can use that will help you track statements and medical appointments and are located at every Area Agency on Aging across the state.

If you have questions about a potential Medicare scam call, DNA test or medical equipment offer that was received, please call the Montana Senior Medicare Patrol at 800-551-3191.



The Senior Medicare Patrol (SMP) helps to educate Medicare beneficiaries about ways to prevent, detect, and combat Medicare fraud. For more information about Medicare fraud, visit the Stop Medicare Fraud website at www.stopmedicarefraud.org.