

## WHO TO CONTACT

### For Medicare Fraud or Questionable Charges to Medicare

**Senior Medicare Patrol (SMP Hawaii)**

808-586-7281

Toll free: 1-800-296-9422

Email: REPORT@SMPHAWAII.ORG

Website: smphawaii.org

**Office of Inspector General (OIG)**

U.S. Department of Health & Human Services

Hotline: 1-800-HHS-TIPS (1-800-447-8477)

TTY: 1-800-377-4950

Email: HHSTips@oig.hhs.gov

Online: OIG.HHS.gov/fraud/hotline

### To Request Replacement of a Lost, Stolen, or Damaged Medicare Card

**Social Security Administration**

Phone: 1-800-772-1213

TTY: 1-800-325-0778

Or go to a Social Security Administration Office

### To Check Your Medicare Account (Original Medicare)

**Online: [www.mymedicare.gov](http://www.mymedicare.gov)**

Phone: 1-800-MEDICARE (1-800-633-4227)

TTY: 1-877-486-2048

Medicare Advantage Plans: Contact your plan

### To Report Misuse of Personal Information and Identity Theft

**Federal Trade Commission**

Identity Theft Hotline: 1-877-ID-THEFT (1-877-438-4338)

TTY: 1-866-653-4261

Online: [FTC.gov/idtheft](http://FTC.gov/idtheft)

### To Report Business Scams

**Better Business Bureau of Hawaii**

808-536-6956

Toll free: 1-877-222-6551

Email: [info@hawaii.bbb.org](mailto:info@hawaii.bbb.org)

## YOUR MEDICAL RECORDS: YOUR RIGHTS UNDER FEDERAL LAW

- Get copies of your medical records from your doctor, clinic, hospital, pharmacy, lab, and health plans. You have the right to know what's in your medical records.
- If the provider doesn't give you copies, you have the right to appeal, and to file a complaint with the U.S. Office for Civil Rights. Call 1-800-368-1019.
- Get an "Accounting of Disclosure" from your health plans and medical providers to find out who got copies of your records. Federal law allows you one free copy from each provider every 12 months.
- When you find mistakes in your medical records, ask the provider, in writing, to correct the mistakes. Send your letter and documents by certified mail and ask for a return receipt. Keep copies of what you sent.
- The health plan or medical provider must make corrections. They also must inform anyone else that might have gotten the wrong information.

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# MEDICARE IDENTITY THEFT & FRAUD





# Stop Medical Identity Theft and Medicare Fraud

Medical identity theft happens when someone steals your name, Social Security Number, or Medicare number to get medical care, buy drugs, or send fake billings to Medicare. The damage of medical ID Theft can be life threatening if the wrong information ends up in your personal medical record.

## PROTECT

- Protect your Medicare, Medicaid, and Social Security numbers like a credit card number. Never give your numbers to a stranger.
- Beware when someone says they are from Medicare or another government agency and asks you for your Medicare number.
- Do not be fooled into giving out your Medicare number if someone offers you free medical services, supplies or equipment. Scammers often say they represent an insurance company, doctor's office, clinic, or pharmacy. Remember, Medicare does not sell services or supplies.
- Check your Medicare Summary Notices (MSN) or Medicare Advantage Explanation of Benefits (EOB) for errors. Your MSN or EOB shows personal information; so shred them when you no longer need them.
- Make a note of our doctor visits, tests, and procedures in your Personal Health Care Journal or calendar.

## DETECT

Here are some signs that someone may have stolen your medical identity:

- Your Medicare Summary Notice or Explanation of Benefits shows charges for services or supplies that you did not receive
- Your health plan says you reached your benefit limit

- Your plan denies a claim because of a wrong diagnosis
- Your credit report shows unpaid medical bills you don't recognize
- You get calls from a collection agency for debts you don't owe

## REPORT

If you detect errors on your Medicare statements or suspect someone might have misused your Medicare number, call the Senior Medicare Patrol (SMP Hawaii). We will help you correct the billing error or report medical identity theft or scams to the appropriate authority listed under "Who to Contact."

If you think you may have been a victim of medical identity theft, you should report it to your local police department, your health plan's fraud department, the Federal Trade Commission, and possibly your banks, credit card companies, and national credit reporting services.

## When Might Medicare Call You?

Someone from the Centers for Medicare & Medicaid Services (CMS), which administers Medicare, may call you to follow up on a complaint you made, or involving you, that was sent to:

- 1-800-MEDICARE
- Congressional Offices
- State Health Insurance Program (SHIP)

- CMS Website
- Health Care Providers
- Other CMS Partners

In these situations, you may be asked for your Medicare number to verify your identity.

## How Can You Verify Who's Calling?

- Before you give out personal information, get some information and do some checking.
- Use your phone's caller ID to get the caller's phone number.
- If you don't have caller ID, ask for the caller's name, the name of the company they represent, their main office contact number, and official address.
- Ask for the name and phone number of an administrative staff person, who can validate the caller and why they called you. Don't be transferred to the staff person right then and there; call back on your own. First, you can try to do an internet search on the staff person's name and phone number before you call.
- Find out what you can on the internet or from the Better Business Bureau or the Office of Consumer Protection about the person or business.

