



**Protect. Detect. Report.**

Oahu: (808) 586-7281

Toll Free: (800) 296-9422

# SMP Hawaii News

Fall 2017

## *Aloha SMP team members and friends!*

We invite you to read the SMP Hawaii News Fall Edition and please share with family, your network of friends, and community groups throughout the state. There are many links to important resources, scam alerts, statewide events, and tips on prevention.

It's that time again: enrollment period is just around the corner and there are things that you need to be aware of. Read about how to protect yourself against Medicare Advantage Marketing Abuses. Scammers target people in many ways. Get the information and resources you need to protect our Medicare system, yourself, and help prevent scames from happening to others.

The Senior Medicare Patrol (SMP Hawaii) is made up of dedicated volunteers statewide. These volunteer team members truly are the backbone of our program. If you are interested in learning more about SMP and what type of volunteer opportunities we offer, please check us out at [smphawaii.gov](http://smphawaii.gov) and join the team!

*Mahalo,*

Laurie Paleka  
SMP Hawaii Program Coordinator





IT'S HURRICANE SEASON! *Are you prepared?*

Hurricanes not only bring high winds and heavy rains, they can also cause flooding and damaging surf. The Department of Health reminds everyone to:

- **Have a personal/family emergency plan.** Make sure that each family member knows what to do and where to go in case of emergency.
- **Have an emergency kit with enough supplies to last at least 14 days.** Essential supplies include water, food, hygiene items, radio, flashlight, medications, cash, basic first aid supplies, clothes, and supplies for infants, seniors, pets, or other family members with special needs. For helpful guidelines on assembling an emergency supply kit, refer to the DOH disaster preparedness “Get a Kit” webpage at [health.hawaii.gov/docd/disaster-preparedness/protect-your-family/get-a-kit](http://health.hawaii.gov/docd/disaster-preparedness/protect-your-family/get-a-kit)

In addition to being prepared with necessities, Hawaii Emergency Management Agency (HI-EMA, [dod.hawaii.gov/hiema](http://dod.hawaii.gov/hiema)) reminds everyone to have a reliable way to get information and **stay informed**. Local emergency notification systems can be found at:

- County of Hawaii: [countyofhawaii.bbcportal.com](http://countyofhawaii.bbcportal.com)
- City and County of Honolulu: [hnl.info](http://hnl.info)
- County of Kauai: [countyofkauai.bbcportal.com](http://countyofkauai.bbcportal.com)
- County of Maui: [www.co.maui.hi.us/list.aspx](http://www.co.maui.hi.us/list.aspx)
- All – monitor local news broadcasts for the latest information

## Upcoming Events

### Oahu

#### **33rd Annual Hawaii Seniors’ Fair: The Good Life Expo**

Showcases relevant and interesting products, services, facilities, programs, and organizations in a major three-day event. Designed especially for the 50-plus community.

**When:** Fri, September 22nd, 8:30am - Sun, September 24th, 4:30pm

**Where:** Neil Blaisdell Center, 777 Ward Ave, Honolulu, HI 96814

#### **5th Annual Hi. Parkinsons Walk**

This event will raise awareness about Parkinson’s disease in Hawaii and feature a fun and festive walk around the park, resource tent, food vendors and other activities for people of all ages and abilities.

**When:** Sat, November 4, 9:00am - 12:00pm

**Where:** Magic Island, Honolulu, HI 96815

#### **Celebrate Safe Communities Day**

Raising health awareness in the community.

**When:** Sat, November 4, 9:00am - 3:00pm

**Where:** Leeward Community College, 96-045 Ala Ike, Pearl City, HI 96782



## SMP In The News

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### Insurance Agent Charged with Stealing from Clients

The insurance agent received commissions for allegedly submitting fraudulent applications for Medicare supplement insurance. He either created personal information to fill out the policy forms or obtained information from sources such as the telephone book.

[Read the whole story at SMP News.](#)

### Man Charged with Fraud, Identity Theft

A 56-year-old man was indicted in federal court on charges of fraud and identity theft for allegedly pretending to be a disabled Medicare beneficiary for at least 17 years, according to the office of Acting U.S. Attorney William D. Weinreb. He received medical treatment in the victim's name and obtained driver's licenses, replacement Social Security cards, and bank accounts. He also defaulted on a loan obtained with the victim's name.

[Read the whole story at SMP News.](#)

### Doctor Sentenced in Hospice Fraud

As part of a continuing investigation into fraud by hospice care providers, a physician was sentenced to 39 months in federal prison and ordered to pay nearly \$2 million in restitution. Hospice fraud has been called a "runaway problem" in Mississippi.

[Read the whole story at SMP News.](#)

## Hilo

### **The Daniel K. Inouye College of Pharmacy's 9th Annual "Healthy Living" Health Fair**

Raising health awareness in the community.

**When:** Sat, October 7,  
10:00am - 2:00pm

**Where:** Prince Kuhio Plaza, 111  
Puainako St, Hilo, HI 96720

### **Hilo Akamai Living Fair**

HMSA and the County of Hawaii's Dept. of Parks & Recreation Services will feature activities to promote a healthier Hawaii.

**When:** Fri, October 20,  
9:30am - 12:30pm

**Where:** Edith Kanakaole Multi-Purpose Stadium, 350 Kalanikoa St, Hilo, HI 96720

### **Hamakua-Kohala Wellness Fair**

Provides fun for the family as well as health information.

**When:** Sat, November 18,  
10:00am - 2:00pm

**Where:** Edith Kanakaole Multi-Purpose Stadium, 350 Kalanikoa St, Hilo, HI 96720

## Kona

### **Kona SMP Community Outreach**

Provides Medicare counseling and fraud prevention information.

**When:** Thu, September 28th,  
8:30am - 1:00pm

**Where:** West Hawaii Civic Center,  
74-5044 Ane Keohokalole Hwy,  
Kailua-Kona, HI 96740



## Protect Yourself Against Medicare Advantage Marketing Abuses

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**Inaccurate. Incomplete. Confusing. Misleading. High pressure.**

*This is how Medicare beneficiaries described some of their encounters with sales agents selling Medicare Advantage health and prescription drug plans. The following tips will help you choose the Medicare plan that best meets your health needs without being manipulated by inappropriate sales tactics that agents and brokers sometimes use.*

Sales agents **cannot** contact you through door-to-door visits, telephone calls, or emails or approach you in parking lots, lobbies, hallways, etc. if you did not agree to receive the contact.

**TIP:** You can say, “I’m not interested”; then shut the door, hang up, or walk away. You do not have to talk to them.

Sales agents **cannot** try to sell you other products (like life insurance, long-term care, or annuity plans) if you agreed in advance to talk about only Medicare Advantage plans.

**TIP:** Do not feel pressured into buying a plan you do not need, do not want, or do not understand. Be firm. Thank the agent for the information; tell agent you are ending the appointment; then open the door for the agent to leave. If away from home, stand up and walk away.

Sales agents **cannot** go into a senior housing complex to talk about Original Medicare but switch to talking about Medicare Advantage plans.

Sales agents **cannot** offer you free meals at marketing/sales events whether at a restaurant, senior center, or other location. Light refreshments

### **Hamakua-Kohala Health Fair**

Raising health awareness in the community.

**When:** Wed, October 18th,  
10:00am - 2:00pm

**Where:** Akia Street, Akia St,  
Honokaa, HI 96727

### **Kona SMP Community Outreach**

Provides Medicare counseling and fraud prevention information.

**When:** Thu, October 26th,  
8:30am - 1:00pm

**Where:** West Hawaii Civic Center,  
74-5044 Ane Keohokalole Hwy,  
Kailua-Kona, HI 96740

### **Kona Akamai Living Fair**

HMSA and the County of Hawaii’s Dept. of Parks & Recreation Services will feature activities to promote a healthier Hawaii.

**When:** Fri, November 3rd,  
9:30am - 12:30pm

**Where:** West Hawaii Civic Center,  
74-5044 Ane Keohokalole Hwy,  
Kailua-Kona, HI 96740

## **Maui**

### **Maui Da Kidney Da Kine Health Fair**

Education for Maui residents about health and community resources that can better lives.

**When:** Sat, October 14th,  
10:00am - 2:00pm

**Where:** Lahaina Cannery Mall,  
1221 Honoapiilani Hwy, Lahaina,  
HI 69761



are allowed. Meals are allowed only at educational events where agents cannot promote, sell, or enroll.

Sales agents **cannot** offer you gifts or other promotional items valued at more than \$15 during marketing/sales events. Agents must offer the items to everyone present, even if you don't enroll in a plan.

Sales agents at health fairs **cannot** start a sales talk with you. They only can answer questions you ask them first.

Sales agents **cannot** enroll you by telephone unless you make the call. Agents cannot ask you for your credit card number or bank account information during a telephone call to enroll or for any other purpose.

Sales agents **cannot** discriminate against you based on your race, ethnicity, religion, gender, sexual orientation, disability, health status, or geographic location.

**TIP:** Ask the plan for marketing materials that you can understand if you have a disability or if you are non-English speaking and your language is the primary language of more than 10% of the plan sponsor's service area.



For more information on SMP Hawaii or Medicare Fraud, please visit our website at [smphawaii.org](http://smphawaii.org)

## **43rd Annual Maui County Senior Fair**

Organized by Maui Economic Opportunity, Inc. (MEO).

**When:** Sat, October 28th, 7:30am - 11:30am

**Where:** War Memorial Stadium, 700 Halia Nakoia St, Wailuku, HI 96793

## **Kauai**

### **Kauai Health and Wellness Fair**

This year's fair will focus on the seven domains of health: physical; social; emotional; occupational; environmental; intellectual; and spiritual.

**When:** Wed, September 20th, 10:00am - 2:00pm

**Where:** Kauai War Memorial Convention Hall, 4191 Hardy St, Lihue, HI 96766



Department of Public Safety  
Narcotics Enforcement Division

## **HAWAII MEDICATION TAKE BACK PROGRAM**

Hawaii Seniors' Fair - The Good Life Expo  
September 22 - 24, 2017  
8:30AM - 4:30PM

@ Blaisdell Exhibition Hall - Booth #504

Turn in your unused or expired medication for a safe, anonymous disposal.  
New or used needles and syringes will not be accepted.



PROTECT

DETECT

REPORT

## Open Enrollment Period happens

**October 15th until December 7<sup>th</sup>**

***Protect Yourself Against Medicare Advantage Marketing Abuses***

**During Open Enrollment know what to look for and how to Protect yourself, family members, and friends from becoming a Victim of Scams & Fraud!**

**Look out for the following schemes to steal your identity and money:**

- A person claiming to be from Medicare, your health plan or, another government agency announcing that they want to send you a new ID Card and need to verify your number
- Sales agents speak at a senior housing to talk about Original Medicare, but makes a switch to talking about Medicare Advantage plans
- A person tries to get you to sign up for a plan that you don't need, isn't right for you or, doesn't exist - for a commission or money
- Sales agents cannot contact you through door-to-door, phone, or emails, or approach you if you did not agree to receive the contact

***Get Help to make the right choice. For Free unbiased counseling, call the Hawaii State Health Insurance Assistance Program (SHIP) at 586-7281 or 1-800-296-9422***

### **HERE'S WHAT YOU NEED TO DO:**

**PROTECT** yourself by hanging up on unsolicited phone calls, deleting texts & emails, shredding and throwing away postal mail, not allowing personal contact. Resist pressure to act with haste by Stopping, Thinking, Questioning, & Checking with a loved one or third party.

**DETECT** a scam. Do they pressure you and ask you to respond immediately? Do they ask for personal information like your SOCIAL SECURITY & MEDICARE numbers?

**REPORT** concerns about the actions of a Medicare Advantage sales agent to the Insurance Division, State Department of Commerce and Consumer Affairs at (808) 586-2790 for quick referrals or for more assistance call The Senior Medicare Patrol toll free at 1-800-296-9422 or, email [smphawaii.org](http://smphawaii.org)



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