



**Protect. Detect. Report.**

Oahu: (808) 586-7281

Toll Free: (800) 296-9422

[smphawaii.org](http://smphawaii.org)

# SMP Hawaii News

Fall 2018

*Aloha SMP team members and friends!*

We invite you to read the SMP Hawaii News 2018 Fall edition. Please share with family, friends, and community groups throughout Hawaii. You will find information and links to important topics, resources, scam alerts, and statewide events.

In this edition, read about how to protect yourself and loved ones from Medicare Advantage Marketing Abuses. Be aware that Open Enrollment begins during the Fall (October 15 until December 7) and it can be confusing with so many Advantage Plans.

SMP Hawaii, a healthcare fraud prevention program can share information to help you choose the Medicare plan that best meets yours or, your loved one's health needs without being manipulated by inappropriate sales tactics that agents and brokers sometimes use...

Also, the Senior Medicare Patrol (SMP Hawaii) is made up of dedicated volunteers statewide who work hard to educate and keep our kupuna safe. If you would like to learn more about SMP and the types of volunteer opportunities we offer please visit us at [smphawaii.org](http://smphawaii.org) and join the team!

*Mahalo,*

Kaipolani Cullen  
SMP Hawaii Volunteer Program Coordinator

**Senior Medicare Patrol**

**EMPOWERING SENIORS TO:**

**PROTECT  
DETECT &  
REPORT**

**Medicare fraud,  
abuse & error!**

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## Important Information About New Medicare Cards and Paying Your Medicare Premiums



### A New Medicare Card with a New Number

You may have heard: Medicare is removing Social Security Numbers from Medicare cards starting in April 2018.

- You'll get a new card in the mail with a new Medicare Number that's unique to you. This change will help keep your information more secure and help protect your identity.
- Mailing everyone a new card will take some time. Your card might arrive at a different time than your friends or neighbors.
- Once you get your new card, destroy your old card and start using your new card right away.
- **Make sure your mailing address is up to date.** If your address needs to be corrected, contact Social Security at [ssa.gov/myaccount](https://www.ssa.gov/myaccount) or 1-800-772-1213. TTY users can call 1-800-325-0778.
- For more information about the new Medicare card, visit [medicare.gov/newcard](https://www.medicare.gov/newcard) or call 1-800-MEDICARE (1-800-633-4227). TTY users can call 1-877-486-2048.

## Upcoming Events

### Oahu

#### **Hawaii Pacific Gerontology Society Conference**

**When:** September 6 - 7

**Where:** Ala Moana Hotel, 410 Atkinson Dr., Honolulu, 96814

Visit [hpgs.org](https://hpgs.org) for details

#### **Hawaii Parkinson's Assoc. Walk**

**When:** Sunday, September 16th, 8:30am - 12:00pm

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

#### **Oahu Good Life Expo**

**When:** September 21 - 23, 8:30am - 4:30pm

**Where:** Neal S. Blaisdell Center, 777 Ward Ave., Honolulu, 96814

#### **Celebrate Safe Communities**

**When:** Saturday, September 29, 10:00am - 4:00pm

**Where:** Pearlridge Center, 98-1005 Moanalua Rd., Aiea, 96814

#### **Oahu Volunteer Fair**

**When:** Sunday, October 7th, 11:00am - 2:00pm

**Where:** Pearl City Public Library, 1138 Waimano Home Rd., Pearl City, 96821

#### **Senior Lifestyle Fair**

**When:** October 27 - 28

**Where:** Pearlridge Center, 98-1005 Moanalua Rd., Aiea, 96814



## Important Information About New Medicare Cards and Paying Your Medicare Premiums (cont'd.)

### Use your New Medicare Number when Paying Your Medicare Premiums

Once you get your new Medicare card, use your new Medicare Number when paying your Medicare premiums, instead of your old number.

- **If you pay your Medicare premiums using Medicare Easy Pay:** You don't need to do anything. Your premium will continue to be automatically deducted from your bank account each month.
- **If you pay your Medicare premiums using your bank's Online Bill Pay service:** You'll need to update your account to use your new Medicare Number. Don't include the dashes when entering your Medicare Number.
- Make sure the Biller Name says: **"CMS Medicare Insurance"**
- **If you pay your Medicare premiums by check or money order:** Write your new Medicare Number on your check or money order.

For more information, or to report any kind of fraudulent activity, contact SMP Hawaii:

**(808) 586-7281**

or toll-free at

**(800) 296-9422**

[smphawaii.org](http://smphawaii.org)



### Hawaii Island

#### **Daniel K. Inouye College of Pharmacy Health Fair**

**When:** Saturday, October 20, 10:00am - 3:00pm

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

#### **Akamai Living Fair**

**When:** Friday, November 2, 9:30am - 12:30pm

**Where:** Hale Halawai Park, 75-5760 Ali'i Dr, Kailua-Kona, 96740

SMP bids heartfelt **Aloha** to **Laurie Paleka!**



**Mahalo** for your hard work and service to SMP Hawaii!



## SMP In The News

### Sleep Study Clinic Owner Convicted

A federal jury convicted a Virginia woman on health care fraud and tax charges for operating a fraudulent sleep study clinic. She withheld information from physicians, used doctors' identifying information without their permission, and lied to patients by telling them they did not have to pay copays or coinsurance. To read this story, [click here](#).

### Stats Reveal Volunteerism

New data reveals a compelling snapshot of generosity across geographic and demographic lines. It shows that 25 percent of Americans volunteer. To read this story, [click here](#).

### Doctor Risked It All to Blow Whistle

A doctor blew the lid on a national scam in which physicians ordered panels of lab tests that were not always medically necessary for their patients and received illegal kickbacks. As a result, Medicare and other government health care programs paid upward of \$500 million in fraudulent claims. To read this story, [click here](#).

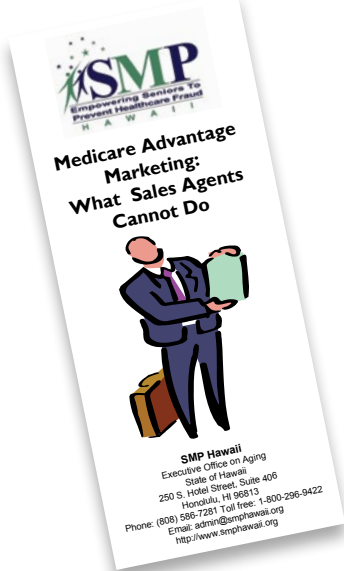


Have you done your  
**Yearly  
Medicare  
Plan  
Review?**

Medicare  
Open Enrollment  
October 15–December 7




Learn more at [medicare.gov](http://medicare.gov)



**SMP**  
Empowering Seniors To  
Prevent Healthcare Fraud  
HAWAII

**Medicare Advantage  
Marketing:  
What Sales Agents  
Cannot Do**



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<http://www.smp-hawaii.org>

**SMP brochures and other resources are available at:**

[www.smp-hawaii.org/  
medicare-fraud/brochures](http://www.smp-hawaii.org/medicare-fraud/brochures)



**SHIP**  
HAWAII  
STATE HEALTH INSURANCE ASSISTANCE PROGRAM

Visit Hawaii SHIP at [hawaiiiship.org](http://hawaiiiship.org) for helpful links and information about Medicare and other health related issues.

Hawaii SHIP is actively recruiting volunteers and will be conducting Medicare Basic Training.

For more on this program or volunteer opportunities, please call the SHIP Hotline at 1-888-875-9229.





## SMP In The News (cont'd.)

### Woman Doesn't Fall for Scam

Medicare is mailing new cards to millions of beneficiaries, and scammers are trying to take advantage of those who don't know the details. One woman knew that a recent phone call from someone claiming to be from Medicare was a scam. To read this story, [click here](#).

*The Senior Medicare Patrol gives presentations throughout the country on health care fraud and scams related to the new Medicare cards. They help people protect against, detect, and report scams. To learn more about the new Medicare cards, [click here](#).*

### Cardiologist Sentenced for Fraud, Obstruction

A Santa Fe cardiologist was sentenced to 51 months in federal prison for health care billing fraud and obstruction of justice convictions. According to the indictment, he executed his scheme by billing for unnecessary tests on new patients and submitting false diagnoses with billing claims; inserting false symptoms and other bad information into patients' medical charts to support unneeded tests; double billing for some procedures; and misusing billing codes to increase his rate of reimbursement. To read this story, [click here](#).

[Read more stories at www.smpresource.org/news](http://www.smpresource.org/news).



### KUPUNA ALERT PARTNERS

Kupuna Alert Partners (KAP) is a multi-agency partnership that offers presentations and information to the community on:

- Medicare Fraud
- Prescription Drug Misuse
- Securities Fraud
- Top 5 Scams in Hawaii

FREE presentations statewide upon request.

For more information, please contact:  
Department of the Attorney General (808) 586-1487  
Executive Office on Aging (808) 586-7281



### Hawaii Medication Take Back Program

Hawaii residents can bring their unused or expired medication for safe, anonymous disposal.

For more information on the next scheduled Hawaii Medication Take Back Program:  
**Call (808) 837-8470**

#### Why Should We Care?

- Prescription drug abuse rates in the U.S. are high. Approximately 6.8 million Americans abuse prescription drugs rather than abusing heroin, LSD, and inhalants.
- Most prescription drug abusers get pills from family and friends.
- Hawaii is 1 of 29 states where drug overdose deaths exceeded vehicle accident deaths.

#### State of Hawaii Prescription Drug Disposal Law:

- Hawaii pharmacies, hospitals, clinics, physicians are **not allowed** to take back your unused medications.
- You can turn in your unused or expired medication at a Hawaii Medication Take Back Program.



PROTECT

DETECT

REPORT

## Know your Rights when Shopping for a Medicare Advantage Plan

**Open Enrollment Period happens October 15<sup>th</sup> until December 7<sup>th</sup>**  
***You can get your Medicare coverage through Original Medicare or by joining a Medicare Advantage (MA) plan...***

**What are Medicare Advantage plans?** MA plans are approved by Medicare but are run by private companies. These companies provide Medicare Part A, Part B, and may include drug coverage. These plans are sometimes called “Part C” or “MA” Plans. MA plans are not supplemental insurance. They may not be free and may require you to use only doctors and hospitals in their network. It is important to understand each plan’s cost sharing of premiums, deductibles and copayments. There are eligibility requirements and like any insurance plan, show your Medicare Advantage plan card to all of your health care providers.

**Knowing your Medicare Advantage rights is one way you can help protect yourself and the Medicare program.**

### **Medicare Advantage plans **MUST:****

- Only use marketing materials approved by the Centers for Medicare & Medicaid Services(CMS)
- Comply with the Do Not Call Registry
- Provide information in a professional manner
- Comply with state regulations on who may market plans

### **Medicare Advantage plans **may NOT:****

- Solicit Medicare beneficiaries door-to-door
- Send unsolicited e-mail
- Enroll people by phone – unless the person calls them first
- Offer cash payments as an inducement to enroll
- Provide free gifts or meals when trying to sell plans
- Misrepresent or use high-pressure sales tactics

***Be sure to understand how the MA Plan works before you join and if you have concerns about the actions of a MA sales agent, make a report. Your Senior Medicare Patrol is ready to help you.***

- ✓ **Call SMP Hawaii 586-7281 or toll free 1-800-296-9422**
- ✓ **Email: <http://www.smphawaii.org>**



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