

Medicare Fraud Quick Reference Sheet

Preventing, Detecting, and Reporting Medicare Fraud in Delaware

Medicare fraudsters are getting smarter.

If you're concerned about falling victim to a Medicare scam, you are not alone. As a division of Delaware Health and Social Services, Delaware Senior Medicare Patrol (DE SMP) is here to help you, and the Delawareans you love, stay ahead of health care fraud.



Visit smp.dhss.delaware.gov to file a fraud report, get more specific information, or speak with someone about your health care experiences.

Need immediate Medicare help in Delaware?
Call our toll-free hotline at [1-800-223-9074](tel:1-800-223-9074).

1 Protect & Prevent

Am I an easy target for Medicare scammers? How can I protect myself and my information?

Navigating Medicare can be a complicated, tedious, and time-intensive process; scammers take advantage of those complexities and obstacles. It requires attention and diligence to protect yourself to the best of your ability.

Prevent fraudsters from exploiting opportunities by following these protection tips:



1. Treat your Medicare and Social Security numbers like your credit cards. NEVER share these important numbers with strangers.
2. Do NOT carry your Medicare card in your wallet or purse unless you need it for a specific doctor's appointment.
3. Remember, Medicare will NOT call you to ask for your Medicare number. Don't answer calls from unknown numbers.
4. Keep a record of your medical visits, tests, and procedures in a health care journal or calendar.
5. Save your Medicare statements such as Medicare Summary Notices (MSNs) and Explanation of Benefits (EOBs) to quickly detect errors.
6. Learn additional strategies at smp.dhss.delaware.gov/protect

2 Detect

What signs of a health care scam should I be aware of, or what if it's just a mistake? You should be diligent in reviewing your bills and information when you receive it for anything that doesn't make sense to you. These may include:

1. Charges for a service or supply you did not receive
2. Multiple charges for the same services or supplies
3. Services or supplies that were not ordered by your doctor

You may also be contacted by phone or email, or even approached in person, by someone running a scam. People who are in the business of committing fraud can sound honest, helpful and tell you compelling stories to try and gain your trust. It can be easy to fall victim to their schemes.

Hanging up, walking away, and talking with a close friend or family member can help you determine if the situation is potentially fraudulent and help keep your Medicare benefits safe.

The DE SMP can also support your detection efforts by going over your experience in detail with you, helping you determine if it is fraudulent, and submitting your claim for further investigation, if necessary. Learn more about **common fraud schemes** by visiting smp.dhss.delaware.gov/detect



3 Report

What should I do when I suspect health care fraud, or if I'm unsure if I'm a victim of it?

DE SMP provides expert guidance through identifying, reporting, and resolving your situation.

STEP 1: Contact Your Provider or Supplier. Call your health care provider or supplier first to question the charge. If the issue is determined to be a mistake, ask them to correct it.

STEP 2: Contact Your Payer/Insurance Company. If the provider or supplier can't answer the question, contact the company that paid the bill. Their contact information can be found on your Medicare Summary Notice (MSN) or Explanation of Benefits (EOB).

STEP 3: Contact DE SMP. If the issue still isn't resolved, contact us, Delaware Senior Medicare Patrol, and we can assist. If fraud or abuse is suspected, we will guide you in resolving it and we will refer cases to the proper authorities on your behalf.

Remember, DE SMP is here to help! Complete our all-in-one "Find Help" form to report health care fraud or to get the support you need: smp.dhss.delaware.gov/find-help



1-800-223-9074 • smp.dhss.delaware.gov

The DE SMP is proud to serve Medicare Beneficiaries throughout the First State. Contact either of our offices today if you would like more information/resources, to schedule a presentation or speaker for your health care/community event, or just need help. We conduct outreach and education, engage volunteers, receive beneficiary complaints, and assist Delawareans with Medicare issues.

New Castle Office – 302-255-9642 – 1901 N. DuPont Highway, Lewis Building, New Castle, DE 19720

Milford Office – 302-464-8654 – 13 S.W. Front Street, Milford, DE 19963

DE SMP is a grant-funded project through the federal U.S. Department of Health and Human Services (HHS), U.S. Administration for Community Living (ACL).