

# **FTC\* Webinar: Serving Communities of Color and Older Adults**

**May 3, 2022**

**\* FTC = Federal Trade Commission**

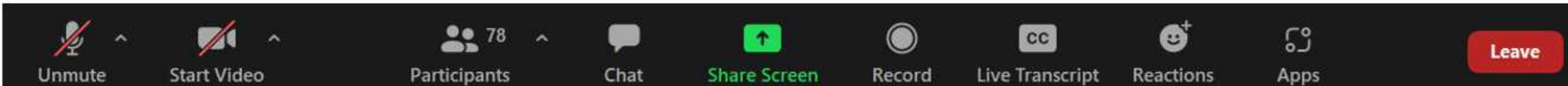


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Preventing Medicare Fraud

# Zoom Tips

Access your menu options on the bottom of the screen (desktop) or by tapping the screen (tablet/smartphone).



- **Mute/Unmute:** Unmute your line when it's your turn to talk. Mute again when you're done talking.
  - **Please mute yourself now if you're not already muted.**
- **Start/Stop video:** Start your video camera when it's your turn to talk.
  - **If you already started your video camera, please stop video now.**
- **Participants:** See who's on the call, rename yourself, and more.
  - **Confirm your name and state. To update, hover over your name and click "More" > "Rename." Include your name and state abbreviation so everyone on the event can see where you're from.**
- **Chat:** See and send chat to everyone or to an individual.
  - **Chat with care – your chat to Everyone will be seen by everyone on today's event!**
- **Live Transcript:** Use this option (may be under "... More") to select "Show Subtitle" or "Hide Subtitle".
- **Reactions:** Raise and lower your hand (during the Q&A session) and more.

# Welcome!

## SMP

- Senior Medicare Patrol



Preventing Medicare Fraud

## SHIP

- State Health Insurance Assistance Program



Navigating Medicare

## MIPPA

- Medicare Improvements for Patients and Providers Act



# Today's Speakers



**Rosario Mendez**

Attorney, Division of  
Consumer and Business  
Education

**Federal Trade  
Commission**



**Rhonda Perkins**

Attorney, Division of  
Marketing Practices

**Federal Trade  
Commission**



**Heather Flory**

Training Manager  
**SMP Resource Center**

# Agenda

## FTC Presentation

- Rosario Mendez
- Rhonda Perkins

## SMP & SHIP Referrals and Resources

- Heather Flory

Q & A

# Serving Communities of Color and Older Adults

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**Rosario Mendez and Rhonda Perkins**

Federal Trade Commission

*May 3, 2022*



FEDERAL TRADE  
COMMISSION

# SMP & SHIP

## Referrals and Resources

Heather Flory, SMP Resource Center



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Navigating Medicare



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Preventing Medicare Fraud

# The SMP Mission



**The SMP mission is to**

**empower and assist Medicare beneficiaries, their families, and caregivers**

**to prevent, detect, and report health care fraud, errors, and abuse**

**through outreach, counseling, and education.**



# Review Question

Which of the following scams is/are considered to be an SMP issue?  
(Select all that apply.)

- Scams related to Medicare fraud, errors, or abuse
- Scams that attempt to collect Medicare numbers
- Scams that are not related to the SMP mission
- All scams, regardless of whether or not they are related to the SMP mission

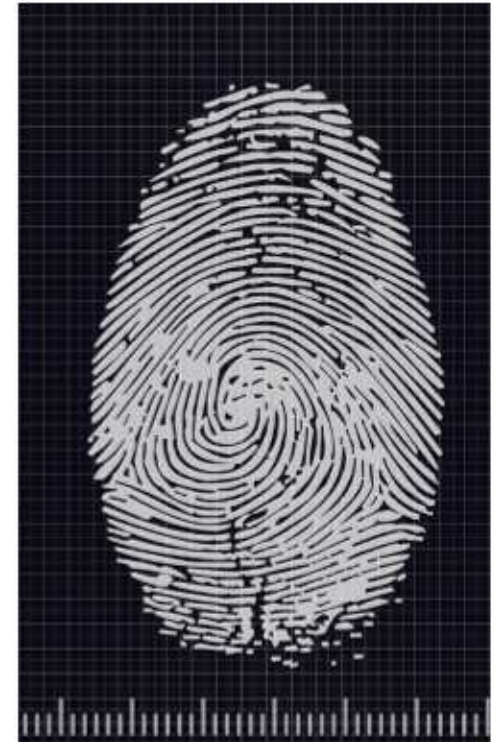
# Review Question Answers

Which of the following scams is/are considered to be an SMP issue?  
(Select all that apply.)

- ✓ **Scams related to Medicare fraud, errors, or abuse**
- ✓ **Scams that attempt to collect Medicare numbers**
- Scams that are not related to the SMP mission
- All scams, regardless of whether or not they are related to the SMP mission

# The SMP Mission and Scams

- Scams related to Medicare fraud, errors, or abuse (for example, scams that attempt to collect Medicare numbers) **are** SMP issues.
  - These issues should be entered in SIRS (the SMP Information and Reporting System) and a referral should be made to the appropriate entity.
- However, it is **not** the role of the SMP to manage the resolution of scams that are not related to the SMP mission.
  - In cases of scams that are not related to the SMP mission, help guide the consumer to resolve the issue on their own by sending them to the Federal Trade Commission or other agencies that can help.
  - For helpful links and resources, see the *SMP Counselor Training Manual*.



# SMP Referrals Process

## SMP Complex Interactions Training Manual

- See Chapter 4: Managing Referrals (a.k.a. Where and When to Refer) for step-by-step instructions for a variety of scenarios, including compromised Medicare numbers.
- See Appendix A: SMP Referrals Flow Chart for a quick reference guide to find each scenario in Chapter 4.

## SIRS Complex Interactions Job Aid

- Enter the case in SIRS.
  - Include detailed case notes (using ACL's Guided Narrative template).
  - Follow the instructions provided for each type of referral.

# How to Refer a Compromised Medicare Number *and* Social Security Number, Part 1: Steps for the Beneficiary

See the *SMP Complex Interactions Training Manual*, chapter 4.

## The beneficiary should:

Medicare  
Number

- **Call 1-800-Medicare** (and as applicable, also call the Medicare Advantage plan and/or the Prescription Drug plan) to:
  - Let them know that someone contacted them to try and get their Medicare and/or health plan ID number and provide as many details as possible.
  - Report that their Medicare and/or health plan ID number has been compromised (the beneficiary may call, or the SMP may call on their behalf using their CMS Unique ID)
  - Ask if a new Medicare and/or health plan ID number can be issued (only the beneficiary can make this request)

SSN

- **Report the issue to the Federal Trade Commission (FTC):** [www.identitytheft.gov](http://www.identitytheft.gov).
- **Report the issue to the Federal Communications Commission (FCC)** if you believe it was a spoofed number that called: <https://consumercomplaints.fcc.gov/hc/en-us/articles/115002234203-Unwanted-Calls-Phone->.

Either

- **Report the issue to the Office of Inspector General Social Security Administration (OIG SSA):** <https://oig.ssa.gov/>.
- **Watch their MSNs or EOBs** for any charges for services or items that they did not request or did not receive. **Call the SMP if they find any.**

# How to Refer a Compromised Medicare Number *and* Social Security Number, Part 2: Steps for the SMP

See the *SMP Complex Interactions Training Manual*, chapter 4.



SMP Complex Interactions  
Training Manual

SMP Resource Center

## The SMP should:

- Enter the case in SIRS as described in the *SMP Complex Interactions Training Manual*, chapter 4 and the SIRS Complex Interactions Job Aid.
- Instructions vary depending on whether or not the beneficiary was able to provide identifying information about the subject.
- In cases **with** identifying information, make a referral to the OIG Hotline via ACL.

# Joint SHIP/SMPs

Follow the SHIP process to make a referral, if needed.

- If you're not sure of the process for your SHIP, ask your supervisor.



Also follow the appropriate SMP process and document the case in SIRS.

- Enter the complex interaction in SIRS or use "send to SIRS" from STARS and update it in SIRS.



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# SMP Referral Resources

SMP Counselor  
Training Manual

SMP Complex  
Interactions Training  
Manual

SIRS Complex  
Interactions Job Aid  
and Training (recorded  
and recurring)


SMP Complex  
Interactions Training  
Curriculum  
TRAX > Available Training >  
Curriculum tab




# Webinar Resources in the Libraries

PowerPoint, Recording, and Related Resources

## SMPs

- Step 1: Login at  [www.smpresource.org](http://www.smpresource.org) (click the blue SMP Login padlock).
- Step 2: View the "Recent" list or conduct a search.
  - Tip: Search for keyword "FTC."

## SHIPs

- Step 1: Login at  [www.shiphelp.org](http://www.shiphelp.org) (click the orange SHIP Login padlock).
- Step 2: Go to the Resource Library and view "Recent"
  - Tip: Search for keyword "FTC."

# Complex Interactions Questions

## SMP Complex Interactions Questions

- Sara Lauer, SMP Resource Center:  
[slauer@smpresource.org](mailto:slauer@smpresource.org)



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## SHIP Questions

- General questions: [info@shiphelp.org](mailto:info@shiphelp.org)
- Referral questions: talk to your supervisor



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# Questions?

Thank you for participating in today's webinar!

Today's presentations are available for download in the chat panel.



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