



Delaware Senior Medicare Patrol **Medicare Fraud Informer**

April, 2016 Volume 1, Issue 5

SMP MISSION STATEMENT *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.*



April 2016
National Volunteer Week

April 10-16 2016
We dedicate this issue to our SMP Volunteers



SMP Staff

Andrea Rinehart, Project Director Statewide

Andrea.Rinehart@state.de.us

Steven O'Neill, Volunteer Services Coordinator Statewide

Steven.O'Neill@state.de.us

Ann Marie Desardouin, Outreach and Education Coordinator NCC

AnnMarie.Desardouin@state.de.us

Kay Meade, Outreach & Education Coordinator Kent and Sussex Counties

Kay.Meade@state.de.us

Call Toll Free: 1-800-223-9074

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DELAWARE HEALTH AND SOCIAL SERVICES

Division of Services for Aging and Adults with Physical Disabilities

SMP Informer Newsletter

Designed and Edited by:



**LaVonda Lamb, SMP
Volunteer**



Message from SMP Project Director

Andrea Rinehart



**CELEBRATE NATIONAL VOLUNTEER WEEK
April 10-16, 2016**

President Richard Nixon established National Volunteer Week in Proclamation 4288 in 1974, as a way to recognize and celebrate the efforts of volunteers. Every U.S. president since Nixon has issued a proclamation during National Volunteer Week (as have many U.S. governors such as Governor Markell). (See President Nixon's Proclamation below).

Since then, the original emphasis on celebration has broadened to become a nationwide effort to encourage people to get out and volunteer in their communities. Every April, state agencies, organizations and communities recognize volunteers and the unique strengths they willingly give to the people they serve. Join us during the 2016 National Volunteer Week, **April 10 to April 16**, in celebrating and recognizing the volunteers' efforts to help organizations like the Delaware Senior Medicare Patrol.



RICHARD NIXON
XXXVII President of the United States: 1969-1974

Proclamation 4288 - National Volunteer Week, 1974
April 20, 1974

The spirit of voluntarism, one of the hallmarks of American life, has rarely been stronger than it is today. It has been estimated that one out of every five Americans is contributing time and talent in some kind of voluntary service. American volunteers are improving the quality of life in remote villages and in urban slums in the United States and working to improve the quality of life for others in distant corners of the world. These efforts most frequently touch the lives of the poor, the young, the aged and the sick, but in the process the lives of all men and women are made richer.

There are abundant opportunities for every concerned American to reap the rewards that come from helping others. More than 90,000 are serving in programs sponsored by ACTION, the Federal agency for volunteer service. Others are helping to organize volunteer efforts with the help of the National Center for Voluntary Action. We must continue to support these vital activities, and we must work to extend and enhance the valuable and satisfying services of our volunteers.

Now, Therefore, I, Richard M. Nixon, President of the United States of America, do hereby designate the calendar week beginning April 21, 1974, as National Volunteer Week.

I urge all Americans to observe that week by seeking out an area in their community in which they can give to a needy individual or a worthy cause by devoting a few hours, or more, each week to volunteer service. I call upon all communities throughout the United States to recognize volunteers by observing the week with special ceremonies to honor those who have given countless hours for the betterment of our communities and the American way of life.

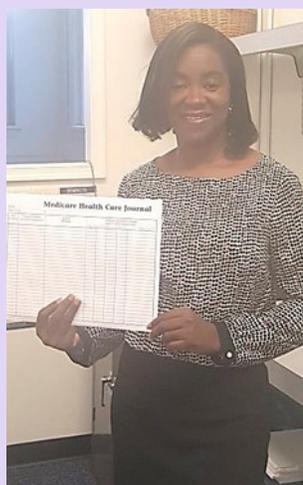
In Witness Whereof, I have hereunto set my hand this twentieth day of April, in the year of our Lord nineteen hundred seventy-four, and of the Independence of the United States of America the one hundred ninety-eighth.



RICHARD NIXON

Tales From The Trenches

“If You’re Making Enemies...Be PROUD!”



SMP Outreach and Education Coordinator **Ann Marie Desardouin** has made a few enemies here in Delaware since coming to work for the Senior Medicare Patrol last October.

Anyone lurking around our state who is hoping to talk Medicare beneficiaries out of their personal information in order to scam or take advantage of them is not likely to join Ann Marie’s personal fan club. After all, Ann Marie is taking New Castle County by storm, making presentations about Medicare fraud, abuse, and errors and equipping beneficiaries to protect themselves from scammers and other criminals.

Much to the disappointment of those who prey upon seniors, beneficiaries who come in contact with Ann Marie at presentations or community outreach events ...or who call her on the phone seeking one-on-one assistance with a Medicare billing issue ... conclude their interaction empowered to stay safe. Or, as one beneficiary recently put it, these individuals become armed with **“the information and confidence to protect myself.”**

After her March 10th presentation to beneficiaries at the Wilmington Library, Ann Marie received the following email from one of the persons in attendance:

Hi Ann Marie,

I've had two instances where I've been asked for my Medicare number from people who shouldn't ask. The Fraud class has made me very aware.

I called a *Medicare help agency* and they recommended a *secure meeting place* for my one-on-one meeting. I now have an appointment with an *agency representative*. She requested I bring my card - taking the Safe Card I made from the instructions on your "Card Trick" flyer! Also she said she would fill out the application for "Medicare Help" for me, even-though I said I'm NOT eligible. That form has detailed questions about all my savings information. I will remain vigilant during the meeting **and only give and get information about comparing Medigap and Part D insurance.**

I called a *company who sells Medicare insurance policies* to mail me information about their many Medigap and drug insurance plans and was asked three times for my Medicare complete number! **I told them, no, that's my social security number;** no, you have my name & address; **no, I'll give you my number only if I buy a policy.** I was just talking to a sales person!

Thank you for giving me the information and confidence to protect myself!

No, there are no criminals in Ann Marie’s cheering section. However, her fellow SMP team members – as well as the beneficiaries, family members, and caregivers she serves – are united in their appreciation for the impact she is making here in the First State to help keep the lives of those who depend on Medicare a little safer.



DELAWARE HEALTH AND SOCIAL SERVICES

Delaware SMP Informer – Volunteer Voice

It's a Bird, It's a Plane, It's an SMP VOLUNTEER

April 2016

Volunteers are heroic: brave, strong, willing to jump in and help. And yes, volunteers do share a lot of characteristics with superheroes. But you know what? We think it's really the reverse. Superheroes share a lot of characteristics with volunteers!

Does Superman get paid to fly around Metropolis at all hours, tirelessly rescuing folks from the evil plans of Lex Luther? No. In fact, as Clark Kent, his paid job is as a *journalist*. Being a reporter is much more than a 40-hour-a-week affair. He's got bylines to write and deadlines to meet. Superman is his persona—his VOLUNTEER persona.

Look at Super girl. In her secret identity in the comic books as Linda Lee Danvers, she holds a variety of jobs including television reporter, student counselor, and actress. In the new television series, Kara Danvers is a lackey assistant to a nasty media mogul. Her *volunteer* role, of course, is always to save people in danger.

Does Batman get paid to patrol dark Gotham City all night? No. As Bruce Wayne, he's never had to worry about money. He could easily hole up in his mansion all day and go to parties at night, while his trusty butler, Alfred, brings him cocktails and presses his tuxedo at regular intervals. His heroic alter ego, Batman, is a *volunteer*.

No matter which comic book or movie hero you prefer, the model they all follow is work at an ordinary profession to pay the bills, go out and save the world philanthropically in their free time. Delaware SMP recognizes and appreciates all of our volunteers for the heroes they are to Delaware's Medicare Beneficiaries. Just consider the quarterly Medicare Summary Notices as our "Bat-Signal"!

If you would like to learn more about how volunteering with the Delaware SMP can bring out the SUPERHERO in you, please contact me at (302) 255-9383, or steven.o'neill@state.de.us.



Special thanks to Susan J. Ellis, DC and Marvel Comics for the content of this article

Inside Every Delaware SMP Volunteers is . . . A Superhero!

Perpetrators of Medicare Fraud are criminals...deceivers....VILLAINS!

And what is the best defense against villains? **SUPERHEROES**, of COURSE!

Fortunately for the Medicare beneficiaries of our state, the Volunteer Team Members of the Delaware Senior Medicare Patrol have not hesitated to “don the cape” and exercise their SMP SUPERPOWERS to help keep beneficiaries knowledgeable and SAFE.

Below is a list of Volunteer Team Members and some information about each person’s unique **SMP Superpower**.



Mary D. Suspicious medical coding issues better not even *try* to get past Mary. As a previous Medical Billing Clerk from a local hospital, Mary clearly possesses dazzling Medical Coding Superpowers when it comes to healthcare billing and coding protocols. She is always available to consult with staff working on billing issues on behalf of a beneficiary, and has repeatedly been able to shine her supernatural light upon the complexities of coding procedures so that a beneficiary’s inscrutable billing issue can be better understood.



Mary K. If a beneficiary who isn’t knowledgeable about Medicare safety practices passes by an SMP table when Mary is there, WATCH OUT, because “Resistance is Futile.” No one can help but surrender to Mary’s bright smile and outgoing manner as she draws beneficiaries to the table through her Personal Magnetism Superpower to educate and empower them. And if some beneficiaries speak only Spanish, no problem: Mary can converse with visitors with ease in Spanish and in a few other languages as well!



Barbara. When there’s an important Hispanic outreach event in Sussex County and “*Hola*” about sums up the SMP staff’s entire Spanish vocabulary, Barbara swoops in, Superhero cape flying, to save the day! There is nothing like a native Spanish speaker to get the information across to table visitors whose faces brighten when they realize someone is on the job who can truly communicate with them. But Barbara’s Superpowers also include giving SMP presentations to the Hispanic community...by herself!



George. They say “nobody loves a ‘yes man’”...but the entire SMP program is blessed over and over by George’s habit of almost always saying “Yes!” to whatever need exists, whether it’s a presentation, a table event, a work day, or even finishing up an event by himself and taking our materials home with him so that SMP can serve in two places at one time. But like Superman (aka the “mild-mannered Clark Kent”), one of George’s Superpowers is his “quiet heroism” which he put to use to actually rescue a beneficiary from a dangerous health situation. Stay tuned for more information about George’s heroic act in the May issue of the SMP Informer.



“Mz” Alice. Although she may not exactly have x-ray vision like Superman, one of Mz. Alice’s amazing Superpowers is her ability to see right into a person’s mind and heart. She can spot the seeds of distrust in a table visitor and knows what to say to diffuse them; recognizes when a person is confused even before THEY realize they’re confused; and naturally understands which terms or what approach to use with different individuals so that they will be personally able to understand and embrace the SMP message. Beneficiaries conclude their interactions with Mz. Alice feeling understood and enthusiastic about what they’ve just learned. (Of course, it doesn’t hurt that Alice is apparently personally acquainted with the entire population of Sussex County! J)



LaVonda. If Superman fell from Krypton, then LaVonda must have dropped in directly from Heaven, into the enthusiastic arms of an SMP staff who have dreamed of publishing a newsletter for literally YEARS, but lacked the skills. With her formidable publishing software skills and her keen eye for color and graphic design, LaVonda created Delaware SMP’s newsletter, the *Medicare Fraud Informer*, providing an appealing and informative way for SMP to reach more people with our important information than we ever thought possible.



Greg. Not only is Greg a persuasive communicator when meeting the public at events; he also possesses a Secret Superpower in the grand tradition of the Terminator. When something needs fixing, Greg goes after it and fixes it, period. Anyone who wishes to visit the Milford office and look at our stock of SMP information packets prepared for upcoming events should know that we can now accommodate twice as many packets in the same space and retrieve them much more easily, due to Greg’s no-nonsense, common-sense revolutionizing of our packet grouping procedures.



Bob. When meeting the public, Bob has an uncanny ability to cause everyone he meets to “look up.” (Ok...it helps that he’s very tall!) But like legendary Superhero Dick Tracy, Bob lets nothing get by him, especially beneficiaries at events who might not notice our table and pass by without stopping. Bob will tenaciously chase them down, packet in hand, because the person he’s approaching may just be someone who is greatly in need of our information...and Superhero Bob is committed to solving the crime (of Medicare Fraud) and protecting the innocent.



Ken and Susan. Reminiscent of Batman and Robin, this particular Dynamic Duo works in tandem at informational events and presentations to help provide whatever information beneficiaries need to become informed and to stay safe. As the legend goes, at one gigantic SMP presentation in Rehoboth to more than 75 people— during which the sign-in clipboard kept getting lost, the projector malfunctioned, and the back half of the room couldn’t hear the presenter— Susan spent the entire session chasing down and circulating the clipboard and Ken gallantly jumped in with his booming voice to help speak to the audience, thus saving the SMP presenter from the horrors of a public mental breakdown!



Madeline. Like the legendary Guardians of the Galaxy, Madeline has seemed to turn up everywhere, doing everything. Work day? She’s there. Health fair? No problem. Presentation? Ha! Not only does Madeline assist with presentations, but she and a fellow volunteer have also made joint SMP presentations with no staff involvement at all. Madeline was on the job during that historic presentation last year during which a serious Medicare Advantage Plan marketing violation was discovered, referred to the Office of the Inspector General, and dealt with. The deceptive marketing practices that had already harmed beneficiaries were stopped in their tracks, thanks in part to the efforts of SMP’s very own Superhero Madeline.



Nina. Nina’s Superhero alter ego would be most like Donatello, the most serious of the Teenage Mutant Ninja Turtles who is always seeking answers and taking advantage of advanced technology. Not that Nina is really all that serious in her personality (how serious could a retired Music Therapist be?), but she is always looking forward to envision the Big Picture, pondering new ways to get the SMP message out through vehicles such as social media and identifying underserved groups who need to hear the message in the first place. Maybe time travel is also one of Nina’s Superpowers, because she is helping to move Delaware’s SMP program into the next century!



Susan M. Loveable crime fighter Penelope Garcia, the computer- savvy lady with the blond pony tails and colorful cat glasses on the show *Criminal Minds*, was undoubtedly modeled after SMP Superhero Susan. Sure, Susan does table events and Community event walk-arounds for SMP (even recruiting her husband’s assistance), but as a former Medicare Hearing Officer, Susan’s Medicare knowledge is both formidable and legendary, enabling her to discover obscure regulations that elude even current Hearing Officers and Medicare itself! In fact, Susan’s “Medicare Regulations” Superpower is in such demand that she has even provided emergency consultation with DE SMP staff by phone from the state of Pennsylvania while enjoying a visit with family...or trying to enjoy a visit before desperately needy SMP staff tracked her down!



Pat. The Incredible Hulk has nothing over on Pat. A retired nurse, her presence at health fairs/conferences and even community events such as Old Dover Days is invaluable, and people with specific questions always tend to gravitate to her. Yet, Pat's chief Superpower is the envy of just about everyone. When asked to do something with which she is not 100% comfortable, such as represent SMP at a gathering all by herself when there is absolutely no one else who can meet the need, Pat gathers her courage and simply morphs into an SMP representative who is Big, Bad, and Brave! (However, unlike the Hulk, "anger" is not Pat's impetus; rather, she is compelled by her sincere compassion for Delaware's beneficiaries and respect for the SMP mission!)



Ginny. Just as the Ninja Turtles were thrown down a sewer and became a Force for Good, Superhero Ginny was thrown into a hailstorm of SMP papers and put in many hours getting the Milford office event handouts organized and ready for distribution. Everyone who attends a presentation in Kent and Sussex counties reaps the benefits of Ginny's organizational skills through the special colored information packets she has personally collated and stapled – by the hundreds. However, Ginny's most famous Dual Superpower is her Pioneering Spirit (as the very first SMP volunteer to complete Foundations training online.) AND her willingness and ability to step out of her personal comfort zone and share the SMP message at outreach events to help beneficiaries stay safe.



Jo. Brand-new to SMP, Jo's Superpower thus far appears to be related to that of the Terminator: for the sake of the SMP mission, she is able and willing to tolerate conditions that would cause great pain and discomfort to mere mortals. When assisting with an SMP "Safe Card" laminating event at the Milford Food Bank on what turned out to be probably the coldest, windiest day of 2016, Jo doggedly went back and forth to the line of miserable, huddled humanity waiting for food boxes, dragging in beneficiaries (who were nearly frozen to the wall!) to have Safe Cards made. (She may have also suffered paper cuts at the last Milford Work Day, but if so, Jo undoubtedly didn't even feel them!)



Doris. Another brand-new SMP volunteer, Doris shares a Superpower made famous by Superman himself. When anyone in Gotham City cried out, "Superman, SAVE US!" there he was, cape flying, to save the day. Similarly, whenever a request for help is needed, whether a work day or an event, Doris's response is, "I'll be there!" And she is, fingers flying as she piles up packets of important information for Delaware's beneficiaries during work days. Or maybe she's more like the Lone Ranger who leaves his viewers in a cloud of dust with a hearty "Hi-Ho Silver"...only with Doris, her closing statement is, "*What's going on next? Can I help?*"



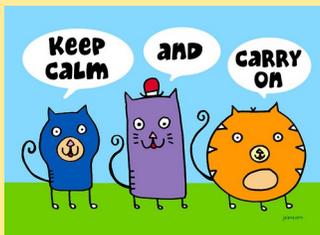
Delores. The Superhero known as "The Flash" is known for his amazing speed. New to SMP, Delores moves so fast that speed may indeed be HER Superpower as well. Barely was her Foundations manual fully closed before she had made contact with SMP to schedule not one, but TWO presentations among her own personal networks. "Ok, I'm trained. Let's get this information out!" is Delores's modus operandi.



Roberta. “Pow! Bam!” Just like Batman fighting injustice, Roberta swooped into the SMP family in late 2015 on a mission to eradicate confusion and empower beneficiaries to learn to really use their Medicare Summary Notices (MSN’s) as a tool to prevent health care fraud. Nothing in Delaware SMP has been the same since she arrived! Presentations have been enhanced; handouts have been created; newsletter articles have been written; and basically everyone is looking at our responsibility to educate beneficiaries about MSNs in a whole new way, because of Roberta’s Superpower of Insight.



Joanna. Did you think that Jaime Sommers was the actual *Bionic Woman*? Nope! That actress was merely Joanna’s stunt double! When it comes to bringing every possible Superpower to bear upon helping beneficiaries figure their way out of a jam, appeal a bad billing decision, or negotiate the confusing maze of Medicare procedures, Joanna is SMP’s true Bionic Woman. And like Sommers, Joanna never seems to tire of helping someone in need, often putting in many hours at home doing research, counseling, or tenaciously making calls on a beneficiary’s behalf. Joanna is one Superhero that anyone would want in their corner!



Fay. She may LOOK mild-mannered and unassuming (think: “Clark Kent”), but Superhero/Published SMP Author Fay does it all, in grand Superman style. People with nowhere to turn find their way to the SMP office at the Modern Maturity Center where Fay employs her vast array of Superpower skills (psychology, counseling, computer skills, and even mathematical calculations) to assist a beneficiary in need. Her most famous Superpower is that even though she appears to be a mere mortal, to the people in dire straits whom she effectively assists to achieve a life-affirming situation, Fay is an absolute Superhero: someone who uses their unique abilities to save others from a desperate situation.



Ben. Brand-new volunteer Ben is SMP’s very own Spider-Man. Still actively employed in the aging and disabilities field, Ben knows just about everybody in Kent and Sussex counties, and uses his formidable “web of connections” to spread awareness of the SMP message to beneficiaries, family members, and caregivers throughout central and lower Delaware who need the information and services that SMP provides.



Phyllis. STORM may be a superhero who can control the powers of nature but Storm has nothing on Phyllis. Phyllis’s may be new to Delaware SMP but her years of teaching experience and commitment to excellence allows her to calm the hurricane-like confusion of any Medicare Summary Notice.



Agnes. Just as the superhero ROGUE from the X-Men is able to absorb power. Agnes is able to absorb the fear of the unknown and share herself with everyone she meets. She is compassionate with good people skills. When she walks into a room she knows no stranger. Agnes attended a presentation and when she walked into the room she immediately started communicating with the attendees as if she knew them. She handed a packet to each person while engaging in conversation about Medicare fraud, explaining to them that their Medicare number is like cash in the bank. Agnes currently plays an active role, bringing Senior Medicare Patrol's message to the community.



Team Weston. The group of volunteers at Weston is like Delaware SMP's JUSTICE LEAGUE. The Weston League comes together and unites all of their individual gifts and shares them with SMP. At our last Weston Senior Center bi-monthly packets creation event, we had nine participants. They all have unique personalities that bring new and interesting ideas to the table. Each unique personality makes the routine task of creating packets interesting and amusing. The Weston team knows how to have fun at work, they are determined to help Senior Medicare Patrol spread Healthcare fraud prevention message. The vast amount of packets that they continue to create helps SMP spread the Medicare fraud message throughout the State of Delaware. The Weston Team is a group of dedicated individuals who work tirelessly to support the SMP efforts of Medicare fraud prevention.



Cleo. JEAN GREY a superhero that can move things with the power of her mind. Cleo is a member of Weston Senior Center who can move things with the power of her hands and heart. Not only does she participate with the group of Weston Senior Center volunteers, she also comes to the NCC SMP office to do additional work. She is a determined and dedicated volunteer who comes to the New Castle office once a week to do administrative work. Cleo wants to help Medicare beneficiaries' combat healthcare fraud by creating packets for Health Fairs and binders for training.

