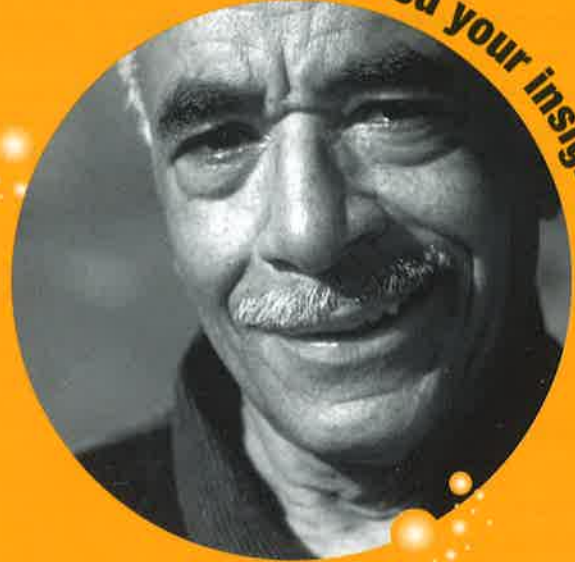


Got an eagle eye?

We need your insight.



Get More Out of Life.
Know Medicare!

Things to Do...Everyday!

- Reach out as an SMP volunteer
- Help stop Medicare fraud and abuse
- Meet new people
- Earn respect
- Learn about Medicare benefits

Make a difference in my community!

SMP Volunteer Speakers are Available!

If you'd like to have a trained Senior Medicare Patrol volunteer speak to your group, give us a call. You'll learn how to identify Medicare/Medicaid fraud and abuse. And you'll join other knowledgeable individuals in serving as the first line of defense in the battle against fraudulent Medicare/Medicaid charges and practices. To schedule a presentation, call 800.223.9074.



DELAWARE HEALTH AND SOCIAL SERVICES

Division of Services for Aging and
Adults with Physical Disabilities

**To learn more about becoming a
SMP volunteer, call 800.223.9074 or
visit dhss.delaware.gov/dsaapd.**



DELAWARE HEALTH AND SOCIAL SERVICES

Division of Services for Aging and
Adults with Physical Disabilities

The Facts.

Medicare Fraud and Abuse is Prevalent

Studies have shown that fraud happens in 1 out of every 10 Medicare charges. What is Medicare fraud and abuse?

Here are the facts.

Medicare fraud and abuse happen when:

- Medicare is asked to pay for services that were not provided
- Medicare is asked to pay too much for service
- Medicare is asked to pay for services that were not needed.

The only way to identify fraud and abuse is for beneficiaries to carefully review their Medicare Summary Notice. The Senior Medicare Patrol teaches

Medicare fraud and abuse can be done by:

- Doctors
- Hospitals and Nursing Homes
- Home Health care Companies
- Medical Equipment Suppliers
- Laboratories
- Drug Stores

Most health care providers are honest. Sometimes mistakes are made. But there are also those who purposely prey on the elderly. The Senior Medical Patrol works to identify and stop these individuals and organizations

"My mother learned how to check her Medicare Summary. Yesterday, she noticed a charge for lab tests that she never had. We're not sure if it was a mistake or fraud. But, she felt good about finding the discrepancy. We're looking into it."

Michael. age 56

The Job.

Empowering Others

As a Delaware Senior Medicare Patrol volunteer, you'll educate beneficiaries and their families about Medicare fraud and abuse, and show them how to protect themselves and to detect fraud, abuse and errors.

You may give presentations, meet with community groups, provide one-on-one counseling, and speak to people of all ages who are interested in doing their part to stop fraudulent practices. Specifically, you'll help empower others by helping them learn to:

Keep Good Records



You'll show seniors how to keep good records by writing down appointments, test and medical care received.

Check Medicare Statements



The Medicare statement, also called the Medicare Summary Notice (MSN), holds the clues to possible deceptive practices. You'll show seniors how to compare the charges listed to their own records-and instruct them in when to raise a red flag.

Avoid Scams



It's unfortunate, but true, that seniors can sometimes be an easy target for scam artists. You'll teach seniors to protect their personal information, and to avoid too-good-to-be-true offers of "free" tests or supplies.

"After my last presentation, a gentleman came up to me and thanked me for taking the time to talk to them. He was older, but still sharp. I could tell he was looking forward to reviewing his next statement."

Mark, SMP Volunteer

The Rewards

Being Involved



Helping others is always rewarding. As a Senior Medicare Patrol volunteer you'll not only make a difference in the lives of others, you'll be helping yourself as well!

The fact is that we're all growing older. Your life circumstances may change. Your children will leave the nest. Your spouse may pass away. You may miss the responsibility and respect you enjoyed in your career.

As an SMP volunteer, you'll be an educated authority on Medicare, ready to take full advantage of the benefits it offers when you become a beneficiary. You'll enjoy the camaraderie of other volunteers, make new friends and find new social opportunities. And, as an expert in Medicare fraud and abuse, you'll gain the respect and trust of others.

Join Our Team



To become a member of the Delaware SMP team, you must be able to read, write and communicate effectively – and have a sensitive and caring attitude. You'll need to have reliable transportation. Confidentiality requirements must be agreed to, and you will need to complete a training course on Medicare/Medicaid fraud, waste and abuse.

"When my husband passed away, I had time on my hands. Shopping occupied me once in a while. But I was lonely – and bored. My daughter suggested becoming an SMP volunteer. I feel alive again because I'm busy and involved. My team members have become friends, and helping others makes me feel needed."

Sally, SNP Volunteer

Make a Difference.

Help Stop Medicare Fraud and Abuse.

Are you bright and outgoing? Do you believe in honesty and integrity? Want to do something about the rising cost of healthcare? Would you like to help seniors protect themselves from scam artists?

If you're the kind of person who feels comfortable in questioning the status quo, and helping others do the same, we need you to join the Delaware Partners of Senior Medicare Patrol (SMP).

The Senior Medicare Patrol is a national group of volunteers of all ages who help senior citizens identify and report Medicare Fraud and Abuse. It's a great way to earn respect, and to educate yourself about the ins and outs of Medicare coverage. Most of all, you'll be making a difference by empowering others to stop fraudulent practices.

"The SMP volunteers who came to our senior center showed us how to read our Medicare summaries and look for charges that weren't right. It made us all feel so much more in control. We're older, but we're still fighters. Now, we know how to protect ourselves."

Maggie, age 70