

**NEW YORK STATE OFFICE FOR THE AGING**

2 Empire State Plaza, Albany, NY 12223-1251

Andrew M. Cuomo, Governor

An Equal Opportunity Employer

Corinda Crossdale, Director

<b>PROGRAM INSTRUCTION</b>	<b>Number 15-PI-06</b>
	<b>Supersedes</b>
	<b>Expiration Date</b>

**DATE:** May 8, 2015

**TO:** Area Agency on Aging (AAA) Directors

**SUBJECT:** 2015-16 Health Insurance Information, Counseling and Assistance Program (HIICAP) and Senior Medicare Patrol (SMP) Final Allocation of Funding and SMP Program Close-Out Information

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**ACTION REQUESTED:** AAAs must submit 2015-16 HIICAP budget modifications to incorporate the additional HIICAP and SMP funding reflected on the enclosed allocation schedule.

The funding provided to each of the AAAs under the column of SMP on the allocation schedule was provided to NYS under an enhanced SMP award and must be spent by September 29, 2015. From April 1<sup>st</sup> through September 29<sup>th</sup> AAAs are required to continue all SMP activities including outreach, one-on-one counseling sessions, advertising, educational programs and other activities as historically required to receive program funds. Additionally, local HIICAP programs must report data into SHIP Talk on all fraud related activities including counseling, education and outreach. In turn, NYSOFA is required to report back to ACL on these statewide activities through the end of September.

**RESPONSE DUE DATE:** June 8, 2015

**PURPOSE:** To transmit a revised 2015-16 HIICAP allocation schedule, including increased HIICAP and SMP funding, to provide AAAs instructions for completing budget modifications and to provide information regarding SMP program close-out.

**BACKGROUND:** NYSOFA has decided not to apply for further SMP funding. The NYSOFA SMP regular grant funding expires May 31, 2015. The SMP Expansion grant expires on September 29, 2015. The Administration on Community Living anticipates awarding funding to a New York State based organization for a statewide SMP program effective June 1, 2015. It is the intention of NYSOFA to collaborate with the newly selected agency in their administration of SMP throughout the state once the new program begins. Since NYSOFA has an ongoing SMP expansion grant, including additional funding which was not previously awarded to the AAAs, the revised HIICAP allocation schedule enclosed allocates all remaining SMP local assistance funds to allow AAAs to manage the SMP program from April 1, 2015 to September 29, 2015. This PI transmits the final HIICAP/SMP allocation schedule for the 2015-16 program year with instructions to the AAAs on how to carry out SMP program activities until the conclusion of activities on September 29, 2015.

The NYS SMP Program has been administered within the structure of the Health Insurance Information, Counseling and Assistance Program (HIICAP) by providing AAAs with additional funding to counsel Medicare Beneficiaries on potential fraud and abuse related to health insurance and identity theft. The objective of SMP is to provide beneficiaries with the skills needed to review Medicare Summary Notices and other insurance billing to spot potential billing irregularities and overcharges to taxpayer funded health plans including Medicare and Medicaid. While SMP funding may be ending, HIICAP counselors will still be required to provide information on fraud and abuse to clients as part of the SHIP Grant standard assurances. However, funding and reporting for SMP specific purposes will end on September 29<sup>th</sup>.

The goals of SMP are to foster statewide program coverage; to improve beneficiary education and inquiry resolution for all areas of healthcare fraud; and to better target training and education to isolated and hard-to-reach populations. In addition to providing funding to the local HIICAP programs to carry out these SMP goals, NYSOFA has also provided funding for a statewide toll free SMP Hotline (1-877-678-4697) which assists callers with questions related to possible fraud and abuse.

NYSOFA previously supported local SMP programs in their efforts to provide outreach and fraud education by providing SMP outreach materials such as "Guard Your Card" magnets, PowerPoint presentations, and resources for handling complex issues. However, due to the uncertainty of whether or not the newly selected entity will continue the use of these resources, we are advising the local HIICAP/SMP programs to discontinue the distribution of the SMP toll-free number (1-877-678-4697); discontinue the distribution of outreach items with this SMP number on them; and, end distribution of old SMP materials that have a NYSOFA logo on them. The hotline is in operation through May 31st, however, it is unknown at this time if the new agency will use the same SMP toll-free number. Clients with suspected Medicare or Medicaid fraud should be directed to call one of the referral sources below:

- Report suspected Medicare fraud by calling 1-800-MEDICARE

Phone: 1-800-633-4227 (1-800-MEDICARE) TTY: 1-877-486-2048 |  
Online: [www.medicare.gov](http://www.medicare.gov)

- Stop Medicare Fraud, a website operated by the U.S. Department of Health and Human Services and the U.S. Department of Justice is a resource for both consumers and providers for general information about fraud and tips to prevent it as well as several ways to report: [www.stopmedicarefraud.gov](http://www.stopmedicarefraud.gov).
- If you have questions or would like to make a report to the Medicaid Fraud Control Unit, call the NYS Attorney General's Hotline at **1-800-771-7755** or file a complaint: [www.ag.ny.gov/comments-mfcu](http://www.ag.ny.gov/comments-mfcu)
- **NYS Attorney General : Medicaid Fraud Control Units**  
Albany 518-533-6011  
New York City 212-417-5300  
Buffalo Regional Office 716-853-8500  
Hauppauge Regional Office 631-952-6400  
Pearl River Regional Office 845-732-7500  
Rochester Regional Office 585-262-2860  
Syracuse Regional Office 315-423-1104
- **Report suspected Medicare Fraud Federal Office of the Inspector General:** The Office of Inspector General (OIG) fights waste, fraud, and abuse in Medicare, Medicaid, and more than 300 programs of the Department of Health and Human Services. The result? Taxpayers and patients save money; quality of health care is protected. The Hotline processes tens of thousands of tips each year from HHS employees, seniors, health professional and others.

Phone: 1-800-447-8477 (**1-800-HHS-TIPS**)  
TTY: 1-800-377-4950 | FAX: 1-800-223-8164  
E-mail: [HHSTips@oig.hhs.gov](mailto:HHSTips@oig.hhs.gov)  
Online: [OIG.HHS.gov/fraud/hotline](http://OIG.HHS.gov/fraud/hotline)

Mail: HHS Tips Hotline, PO Box 23489, Washington, DC 20026-3489

- **Hotline to report misuse of personal information:** Phone: 1-877-438-4338 (1-877-ID-THEFT) TTY: 1-866-653-4261 | Online: [FTC.gov/idtheft](http://FTC.gov/idtheft)

**ATTACHMENTS:** 4 R's for Fighting Medicare Fraud brochure, Fight Back! brochure, OIG Hotline brochure

**PROGRAMS AFFECTED:**

- |                                      |  |  |                                 |                                 |
|--------------------------------------|--|--|---------------------------------|---------------------------------|
| <input type="checkbox"/> Title III-B | <input type="checkbox"/> Title III-C-1 | <input type="checkbox"/> Title III-C-2 |                                 |                                 |
| <input type="checkbox"/> Title III-D | <input type="checkbox"/> Title III-E   | <input type="checkbox"/> CSE           | <input type="checkbox"/> WIN    | <input type="checkbox"/> Energy |
| <input type="checkbox"/> EISEP       | <input type="checkbox"/> NSIP          | <input type="checkbox"/> Title V       | <input type="checkbox"/> HIICAP | <input type="checkbox"/> LTCOP  |

Other:  
HIICAP/SMP

**CONTACT PERSON:** Jennifer Unser  
[Jennifer.Unser@aging.ny.gov](mailto:Jennifer.Unser@aging.ny.gov)  
Fiscal Teams

**TELEPHONE:** (518) 391-4546  
(518) 473-4808

**New York State Office for the Aging  
Health Insurance Information, Counseling and Assistance Program**

PI: 15-PI- 06  
Date: 05/08/15

**FINAL ALLOCATION SCHEDULE - STATE FISCAL YEAR 2015-16**

Area Agency	SMP			Total
	CMS Allocation	Allocation <sup>1</sup>	NYS Allocation	
ALBANY	\$19,082	\$5,085	\$13,901	\$38,068
ALLEGANY	19,082	5,085	13,901	38,068
BROOME	19,082	5,085	13,901	38,068
CATTARAUGUS	19,082	5,085	13,901	38,068
CAYUGA	19,082	5,085	13,901	38,068
CHAUTAUQUA	19,082	5,085	13,901	38,068
CHEMUNG	19,082	5,085	13,901	38,068
CHENANGO	19,082	5,085	13,901	38,068
CLINTON	19,082	5,085	13,901	38,068
COLUMBIA	19,082	5,085	13,901	38,068
CORTLAND	19,082	5,085	13,901	38,068
DELAWARE	19,082	5,085	13,901	38,068
DUTCHESS	19,082	5,085	13,901	38,068
ERIE	50,422	5,085	13,901	69,408
ESSEX	19,082	5,085	13,901	38,068
FRANKLIN	19,082	5,085	13,901	38,068
FULTON	19,082	5,085	13,901	38,068
GENESEE	19,082	5,085	13,901	38,068
GREENE	19,082	5,085	13,901	38,068
HERKIMER	19,082	5,085	13,901	38,068
JEFFERSON	19,082	5,085	13,901	38,068
LEWIS	19,082	5,085	13,901	38,068
LIVINGSTON	19,082	5,085	13,901	38,068
MADISON	19,082	5,085	13,901	38,068
MONROE	31,131	5,085	13,901	50,117
MONTGOMERY	19,082	5,085	13,901	38,068
NASSAU	58,962	5,085	15,786	79,833
NIAGARA	19,082	5,085	13,901	38,068
ONEIDA	19,082	5,085	13,901	38,068
ONONDAGA	20,661	5,085	13,901	39,647
ONTARIO	19,082	5,085	13,901	38,068
ORANGE	19,082	5,085	13,901	38,068
ORLEANS	19,082	5,085	13,901	38,068
OSWEGO	19,082	5,085	13,901	38,068
OTSEGO	19,082	5,085	13,901	38,068
PUTNAM	19,082	5,085	13,901	38,068
RENSSELAER	19,082	5,085	13,901	38,068
ROCKLAND	19,082	5,085	13,901	38,068
ST. LAWRENCE	19,082	5,085	13,901	38,068
SARATOGA	19,082	5,085	13,901	38,068
SCHENECTADY	19,082	5,085	13,901	38,068
SCHOHARIE	19,082	5,085	13,901	38,068
SCHUYLER	19,082	5,085	13,901	38,068
SENECA	19,082	5,085	13,901	38,068
STEUBEN	19,082	5,085	13,901	38,068
SUFFOLK	53,838	5,085	14,414	73,337
SULLIVAN	19,082	5,085	13,901	38,068
TIOGA	19,082	5,085	13,901	38,068
TOMPKINS	19,082	5,085	13,901	38,068
ULSTER	19,082	5,085	13,901	38,068
WARREN/HAMILTON	38,164	5,085	13,901	57,150
WASHINGTON	19,082	5,085	13,901	38,068
WAYNE	19,082	5,085	13,901	38,068
WESTCHESTER	42,219	5,085	13,901	61,205
WYOMING	19,082	5,085	13,901	38,068
YATES	19,082	5,085	13,901	38,068
NYC	471,582	5,085	126,246	602,913
SENECA NATION	9,541	5,085	6,950	21,576
ST. REGIS	9,541	5,085	6,950	21,576
TOTAL	\$1,721,079	\$300,015	\$921,000	\$2,942,094

<sup>1</sup> Program period ends 9/30/15

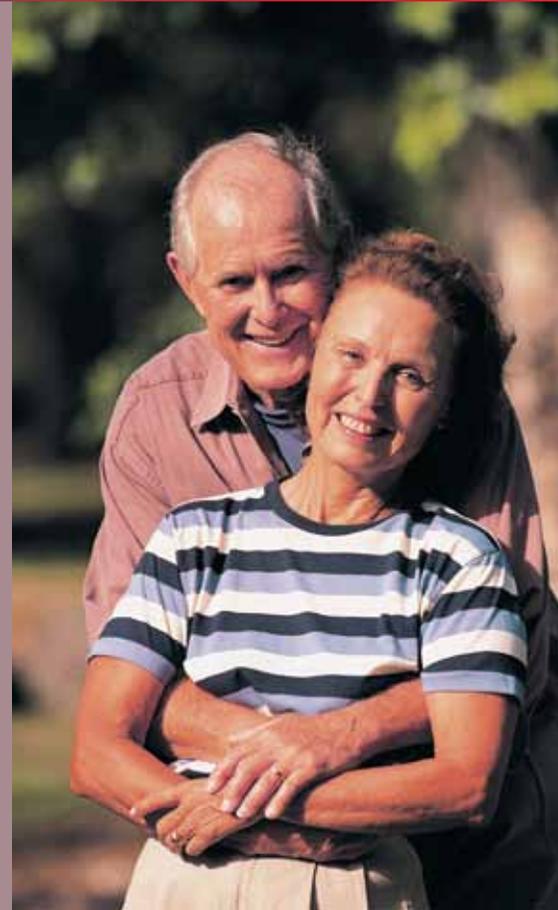
Record  
Review

4  
R's

**for Fighting  
Medicare Fraud**

You're the first line  
of defense against  
Medicare fraud  
and abuse.

Report  
Remember



CENTERS FOR MEDICARE & MEDICAID SERVICES

CMS Product No. 11610  
Revised March 2014



You're the first line of defense against Medicare fraud and abuse. Here are some ways you can protect yourself, your loved ones, and Medicare from fraud:

stopmedicarefraud.gov

## 1. Record

- Record the dates of doctor's appointments on a calendar. Note the tests and services you get, and save the receipts and statements from your providers. If you need help recording the dates and services, ask a friend or family member.
- Contact your local Senior Medicare Patrol (SMP) program to get a free Personal Health Care Journal. To locate the SMP program in your area, use the SMP locator at [smpresource.org](http://smpresource.org), or call 1-877-808-2468.

## 2. Review

- Look for signs of fraud, including claims you don't recognize on your "Medicare Summary Notices" (MSNs), and advertisements or phone calls from companies offering free items or services to people with Medicare.
- Compare the dates and services on your calendar with your MSNs to make sure you got each service listed and that all the details are correct. If you find items listed in your claims that you don't have a record of, it's possible that you or Medicare may have been billed for services or items you didn't get.
- Visit [MyMedicare.gov](http://MyMedicare.gov) or call 1-800-MEDICARE (1-800-633-4227) to review your Medicare claims. TTY users should call 1-877-486-2048. If you're in a Medicare Advantage Plan (like an HMO or PPO) or Medicare Prescription Drug Plan, call your plan for more information about a claim.
- Get help from your local SMP program with checking your MSNs for errors or suspected fraud.

## 3. Report

- Report suspected Medicare fraud by calling 1-800-MEDICARE. When using the automated phone system, have your Medicare card with you and clearly speak or enter your Medicare number and letter(s).
- If you identify errors or suspect fraud, the SMP can also help you make a report to Medicare.

## 4. Remember

- Protect your Medicare number. Don't give it out, except to your doctor or other health care provider.
- Never give your Medicare number in exchange for a special offer.
- Medicare will never contact you and ask for personal information, like your Medicare or bank account numbers.
- Never let someone use your Medicare card, and never use another person's card.

To learn more about Medicare fraud, and how to protect yourself and loved ones, visit [stopmedicarefraud.gov](http://stopmedicarefraud.gov). You can also think about volunteering with the SMP program to help other people with Medicare and their caregivers identify and report suspected fraud and abuse.

## Who to Contact

### Department of Health & Human Services Office of Inspector General Hotline

#### Report suspected Medicare fraud:

Phone: 1-800-447-8477 (1-800-HHS-TIPS)  
TTY: 1-800-377-4950 | FAX: 1-800-223-8164  
E-mail: [HHSTips@oig.hhs.gov](mailto:HHSTips@oig.hhs.gov)  
Online: [OIG.HHS.gov/fraud/hotline](http://OIG.HHS.gov/fraud/hotline)

### Medicare Call Center and SMPs

#### Report questionable charges to Medicare:

Phone: 1-800-633-4227 (1-800-MEDICARE)  
TTY: 1-877-486-2048 | Online: [medicare.gov](http://medicare.gov)

#### You can also contact your local SMP:

SMPs (formerly Senior Medicare Patrols) work locally to empower seniors to fight health care fraud and resolve errors.

#### Find an SMP in your area

Go to [www.smpresource.org](http://www.smpresource.org) or call 1-877-808-2468

**If your Medicare card is lost or stolen**, report it right away.  
Call Social Security at 1-800-772-1213  
(TTY: 1-800-325-0778) for a replacement.

**Get help reading your Medicare Summary Notice** at  
[www.medicare.gov/basics/SummaryNotice.asp](http://www.medicare.gov/basics/SummaryNotice.asp)  
Get a free credit report each year by calling 1-877-322-8228

### Federal Trade Commission's Identity Theft Hotline

#### Report misuse of your personal information:

Phone: 1-877-438-4338 (1-877-ID-THEFT)  
TTY: 1-866-653-4261 | Online: [FTC.gov/idtheft](http://FTC.gov/idtheft)

#### To learn more about medical identity theft visit:

[www.WorldPrivacyForum.org/medicalidentitytheft.html](http://www.WorldPrivacyForum.org/medicalidentitytheft.html)



## Medical Identity Theft & Medicare Fraud

Medical identity theft occurs when someone steals your personal information (like your name, Social Security number, or Medicare number) to obtain medical care, buy drugs, or submit fake billings to Medicare in your name.

Medical identity theft can disrupt your life, damage your credit rating, and waste taxpayer dollars. The damage can be life-threatening to you if the wrong information ends up in your personal medical records.

**Fight Back!**  
Deter, Detect, Defend

## DETER

### Protect Your Personal Information

**Guard your Medicare and Social Security numbers.** Treat them like you would treat your credit cards.

**If it's free, they don't need your number!** Be suspicious of anyone who offers you free medical equipment or services and then requests your Medicare number.

**It's illegal, and it's not worth it!** Do not let anyone borrow or pay to use your Medicare ID card or your identity.

## DETECT

### Watch Out for These Common Fraud Schemes

**Just walk away** if people approach you in parking lots, shopping centers, or other public areas and offer free services, groceries, transportation, or other items in exchange for your Medicare number.

**Simply hang up the phone** if someone calls you claiming to be conducting a health survey and asks for your Medicare number.

**Don't give your information** to telephone marketers who claim to be from Medicare or Social Security and asks for payment over the phone or Internet. They may want to steal your money.

## DEFEND

### Check Your Medical Bills, Medicare Summary Notices, Explanations of Benefits and Credit Reports

- ✓ Were you charged for any medical services or equipment that you didn't get?
- ✓ Do the dates of services and charges look unfamiliar?
- ✓ Were you billed for the same thing twice?
- ✓ Does your credit report show any unpaid bills for medical services or equipment you didn't receive?
- ✓ Have you received any collection notices for medical services or equipment you didn't receive?

### Report Medicare Fraud and Medical Identity Theft

- ✓ If you spot unusual or questionable charges, contact your health care provider. It may just be a mistake.
- ✓ If your complaint is not resolved by your provider, report the questionable charges to Medicare.
- ✓ If you suspect Medicare fraud, contact the Department of Health & Human Services Office of Inspector General.
- ✓ If you think someone is misusing your personal information, contact the Federal Trade Commission.

# WHAT WE DO

The Office of Inspector General (OIG) fights waste, fraud, and abuse in Medicare, Medicaid, and more than 300 programs of the Department of Health and Human Services. The result? Taxpayer and patients save money; quality of health care is protected.

The Hotline processes tens of thousands of tips each year from HHS employees, seniors, health care providers, and others. Those tips, along with other OIG initiatives, result in:



**Hundreds of enforcement actions annually**



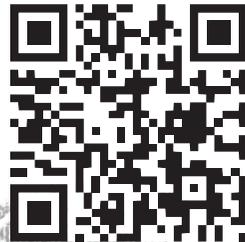
**Thousands of criminals excluded as providers from Federal health programs**



**Billions levied in fines, penalties, and settlements**

**OIG.HHS.GOV/REPORT-FRAUD**

SCAN HERE  
TO REPORT FRAUD



**PHONE** : 1-800-HHS-TIPS

**FAX** : 1-800-223-8164

**TTY** : 1-800-377-4950

**MAIL**

U.S. Department of Health and Human Services  
Office of Inspector General  
ATTN: OIG HOTLINE OPERATORS  
PO Box 23489  
Washington, DC 20026



**OIG Hotline**

# REPORT FRAUD

**Report fraud, waste, and abuse in HHS programs.**



U.S. Department of  
Health and Human Services  
Office of Inspector General

**1-800-HHS-TIPS**

**OIG.HHS.GOV**

**1-800-HHS-TIPS**

# FRAUD

## MEDICARE & MEDICAID FRAUD

Medicare and Medicaid provide health insurance to 1 in 3 Americans: the elderly, those with low incomes, and people with certain disabilities. The programs' sheer size makes them a **CRIMINAL TARGET**.



### Types of Health Care Fraud and Abuse

- ⊕ Billing for services, prescriptions, supplies, or equipment that were not needed or provided
- ⊕ Submitting duplicate claims for the same service
- ⊕ Charging for a more expensive or complex service than what was actually provided
- ⊕ Billing a service as covered by Medicare or Medicaid—when it actually isn't
- ⊕ Failing to meet quality of care standards, resulting in patient abuse and neglect
- ⊕ Misrepresenting the service provided

# FRAUD

## GRANT OR CONTRACT FRAUD

Grant or contract fraud occurs when Federal funds are misused by those who receive them or when taxpayer dollars are awarded under **FALSE PRETENSES**.



### Types of Grant or Contract Fraud

- ⊕ Falsifying information in grant applications or contract proposals
- ⊕ Using Federal funds to purchase items that are not for Government use
- ⊕ Billing more than one grant or contract for the same work
- ⊕ Billing for expenses not incurred as part of the grant or contract
- ⊕ Billing for work that was never performed
- ⊕ Falsifying test results or other data
- ⊕ Substituting approved materials with unauthorized products

# FRAUD

## EMPLOYEE CRIMES & MISCONDUCT

HHS employees are expected to adhere to certain **STANDARDS OF CONDUCT**, which, if **VIOLATED**, could reflect poorly on the U.S. Department of Health and Human Services and on the Federal Government.



### Types of Employee Crimes & Misconduct

- ⊕ Stealing or embezzling Government property or money
- ⊕ Mismanaging or wasting Federal funds extravagantly, carelessly, or needlessly
- ⊕ Misusing Government property because of deficient practices, systems, or controls
- ⊕ Soliciting or accepting gifts from outside sources
- ⊕ Committing official or moral misconduct, on or off duty
- ⊕ Influencing the award of a grant or contract to benefit a particular company, friend, or family member
- ⊕ Violating conflict of interest standards
- ⊕ Involving yourself in alleged or suspected situations
- ⊕ Abusing authority
- ⊕ Misusing Government time, equipment, or information

**OIG.HHS.GOV/REPORT-FRAUD**