

# Wisconsin Senior Medicare Patrol Fraud Alert



October 2023

*Senior Medicare Patrols (SMPs) 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.*

Please feel free to share this publication with others who may benefit from its contents.

---

## TO CONTACT WI SMP

Call: (888) 818-2611

E-mail: [smp-wi@gwaar.org](mailto:smp-wi@gwaar.org)

Website: [www.smpwi.org](http://www.smpwi.org)

Facebook:

@WisconsinSeniorMedicarePatrol



Preventing Medicare Fraud

## Check Your Medicare Summary Notice!

### You May Have Suspicious Claims on Your Account

Across the country, Medicare beneficiaries are reporting that claims for urinary catheter kits are showing up on Medicare Summary Notices (MSNs), that were not ordered or necessary. The suspicious claim shows charges for upwards of 200+ urinary catheter kits being billed to Medicare for amounts ranging from \$1,200 - \$2,400. They are being billed to Medicare and, in some cases the beneficiary did not receive the items and in other cases, the items are shipped to their homes. In both cases, the items were neither ordered nor necessary.

#### ***How do the fraudsters get away with this?***

These fraudsters are counting on Medicare to miss these fraudulent claims, as Medicare process millions of billing claims daily. Fraudsters are also hoping that Medicare beneficiaries are not reviewing their statements. These fraudulent claims often go unnoticed by both Medicare and you.

#### ***What can you do to help?***

Given the unsolicited and fraudulent charges, it is important to review your Medicare Summary Notice (MSN) for these claims. Please visit our website for information on how to read your MSN, [Detect - Wisconsin Senior Medicare Patrol \(smpwi.org\)](https://www.smpwi.org). There you will find guidance on what to look for along with a link to a video on how to read your statements.

If you have unwanted charges on your statements, contact Senior Medicare Patrol (SMP) at 888-818-2611 to report these claims.

According to Ingrid Kunding, Senior Medicare Patrol Program Director, "Medicare beneficiaries are receiving claims for urinary catheter kits that are not needed. This is fraud. And it is costing taxpayers millions of dollars. It is important that every beneficiary review their statements and report any false claims."

Over please

---

Funded by: This project was supported, in part by grant number 90MPPG0102-01-00, from the U.S. Administration for Community Living, Department of Health and Human Services, Washington, D.C. 20201. Grantees undertaking projects under government sponsorship are encouraged to express freely their findings and conclusions. Points of view or opinions do not, therefore, necessarily represent official Administration for Community Living policy.



# Fraud Alert

## Noted Concerns

**How did the scammer get my Medicare number?** A scammer may have obtained your number through a previous unscrupulous situation that you were unaware of, or it may have been bought on the “dark web”. You may never know how the number was obtained, but it can be used fraudulently again.

**How will I know if this happens again?** You will need to review your Medicare Summary Notices (MSNs) or Explanation of Benefits (EOBs) to know if your number has been used again by the fraudster. You can check your MSN or EOB online or when they are mailed (the MSNs are mailed quarterly).

**What do I look for on MSN or EOB?** When reviewing your statements, look for any equipment, tests, or services that were not ordered by your health care provider, or that you did not receive. For a tutorial on how to read your MSN, go to How to Read Your Medicare Summary Notices on the DETECT page of our website: [Detect - Wisconsin Senior Medicare Patrol \(smpwi.org\)](http://www.smpwi.org)

**Do I need to get a new Medicare card?** You may need to contact Medicare to get a new number if your number has been used to falsely file claims to your Medicare account. You can call SMP at 888-818-2611 to discuss the process of requesting a new Medicare number.

## What You Can Do

- Review your Medicare statements carefully and look through all the claims listed to ensure they are an accurate reflection of the healthcare you received by your providers.
- If you received urinary catheter kits, call the supplier, and ask for a return label. (Do not return if there is a cost to you.)
- Contact Senior Medicare Patrol to talk about the steps you can take.

## Learn More on How to Protect Yourself

- The Senior Medicare Patrol website: [www.smpwi.org](http://www.smpwi.org)
- Contact your local Aging and Disability Resource Center, ADRC. To find the office in your area, visit: <https://www.dhs.wisconsin.gov/adrc>

**Wisconsin SMP is available for outreach events, educational sessions for beneficiaries, caregivers and professionals, workshops and exhibits at events.**

**Please contact us at [www.smpwi.org](http://www.smpwi.org) for more information.**



@WisconsinSeniorMedicarePatrol