

**SHIBA**

Senior Health Insurance Benefits Assistance

Oregon **SMP**  
Empowering Seniors To Prevent Healthcare Fraud

**DCBS**  
Consumer and Business Services

# The Helping Hand

Oregon Senior Health Insurance Benefits Assistance  
Oregon Senior Medicare Patrol

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## FRAUD ADVISORY BEWARE OF PHONE SPOOFING SCAMS

If you receive a phone call displaying the fraud hotline number for the Social Security Administration’s Office (SSA) of the Inspector General (OIG) on your caller-ID, it is a scam.

Spooing scams impersonates the caller-ID phone number of what appears to be a reputable source. Beware of phone calls displaying the fraud hotline number on a caller-ID screen. This is a scam. OIG employees do not place outgoing calls from the Fraud Hotline 800 number. Do not engage with these calls or provide personal information.

SSA and OIG employees do contact citizens by telephone for official purposes and may request the citizen confirm personal information; however, the calls

do not appear on caller-ID as the Fraud Hotline number of (800) 269-0271. SSA and OIG employees will never threaten you for information or promise any type of official action in exchange for personal information or payment. In those cases, the call is fraudulent, and you should hang up.

If you receive a suspicious call from someone alleging to be from SSA or OIG, you should report that information to the OIG online at [oig.ssa.gov/report](http://oig.ssa.gov/report) or by calling (800) 269-0271, Monday — through Friday, 10 a.m. to 4 p.m. Eastern time. You can also report these scams to the Federal Trade Commission on a website specific to Social Security scams: [identitytheft.gov/ssa](http://identitytheft.gov/ssa)  
See the full advisory at the OIG website. [identitytheft.gov/ssa](http://identitytheft.gov/ssa)

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# Take advantage of Medicare's preventive services

Did you know Medicare gives you access to a variety of preventive tests and screenings, most at no cost to you?

For example, Medicare covers screenings for diabetes, osteoporosis, heart disease and more.

If you have Original Medicare (Part A and/or Part B), sign into your [mymedicare.gov](https://www.mymedicare.gov) account to see your personalized calendar of current and upcoming preventive services. Don't have an account yet? Sign up for free at [mymedicare.gov](https://www.mymedicare.gov).

If you're in a Medicare Advantage (MA) Plan, contact your plan for a list of covered preventive services. MA Plans must cover all the same preventive services as Original Medicare, and some may offer additional services.

Preventive care can prevent you from getting sick — and detect health problems early, when treatment works best. Take advantage of these services as a proactive step in maintaining a healthy lifestyle.

Sincerely,

The Medicare Team

## WARNING!

# Genetic tests must be ordered by your doctor to be covered by Medicare.



Some labs may offer a cheek swab for genetic testing as part of a “free” health screening in order to obtain your Medicare information for identity theft or fraudulent billing purposes.

Before you agree to genetic testing, be sure:

- The test is ordered by your doctor
- The genetic test is medically necessary and covered by your plan

To discuss benefit, coverage, claims payment and other concerns, contact customer service at:

PPO/PDP 1-800-541-8981

HMO 1-800-522-8896

To report suspected fraud, call:

1-877-772-3379 (toll-free)

### **Protect yourself from this scam**

A booth at a local health fair, senior housing, community center or home health agency is offering free health

screenings, including genetic testing. The representative falsely promises that Medicare will pay for the test, and you simply need to provide a cheek swab, your ID and Medicare information to receive your test results.

They may even ask for your doctor’s name, implying that they will send your results to your doctor. Unfortunately, now they have your health plan or Medicare number, and they can bill Medicare thousands of dollars for unnecessary tests or even services that you never receive. They also have personal genetic information regarding your health.

**Beware:** This is a scam. Don’t be a victim of Medicare fraud. Protect yourself and your benefits.

- Never give out your Social Security, Medicare, health plan numbers, or banking information to someone you don’t know.
- Do not consent to any lab tests without your doctor’s order.
- Keep in mind, it is illegal to accept anything of value in exchange for medical services.

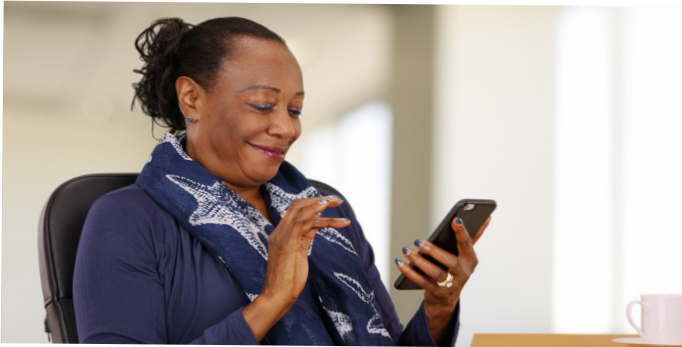
For questions about Medicare or for more information, call:

1-800- MEDICARE (1-800-633-4227)

[medicare.gov](https://www.medicare.gov)

# New app displays what Original Medicare covers

Newest eMedicare tool provides valuable information to mobile users



Today, the Centers for Medicare & Medicaid Services (CMS) launched a new app that gives Medicare beneficiaries a modernized Medicare experience with direct access on a mobile device to some of the most-used content on [medicare.gov](https://www.medicare.gov).

The new “What’s Covered” app lets people with Original Medicare, caregivers and others quickly see whether Medicare covers a specific medical item or service. Beneficiaries can now use their mobile device to easily get accurate and consistent Original Medicare coverage information in the doctor’s office, the hospital, or anywhere else they use their mobile device. In addition to the “What’s Covered” app, through Blue Button 2.0, the agency is enabling beneficiaries to connect their claims data to applications and tools developed by innovative private-sector companies to help them understand, use, and share their health data.

“eMedicare is one of several initiatives focused on modernizing Medicare and empowering patients with information

they need to get the best value from their Medicare coverage,” said CMS Administrator Seema Verma.

“President Trump is delivering on his commitment to Medicare by modernizing tools that deliver health information in the most convenient way possible. This new app is the next in a suite of products designed to give consumers more access and control over their Medicare information.”

CMS launched the eMedicare initiative in 2018 to empower beneficiaries with cost and quality information. Other tools in the eMedicare suite include:

- Enhanced interactive online decision support to help people better understand and evaluate their Medicare coverage options and costs between Medicare and Medicare Advantage.
- A new online service that lets people quickly see how different coverage choices will affect their estimated out-of-pocket costs.
- New price transparency tools that let consumers compare the national average costs of certain procedures between settings, so people can see what they’ll pay for procedures done in a hospital outpatient department versus an ambulatory surgical center.
- A new webchat option in the Medicare Plan Finder.

The What’s Covered app is available for free in both Google Play and the Apple App Store. The app is available in Google Play at [bit.ly/medgoogleplay](https://bit.ly/medgoogleplay), and is available in the Apple App Store at [bit.ly/medapp2019](https://bit.ly/medapp2019).