

The SMP SCOOP



PROTECT DETECT REPORT

WINTER 2024

The Senior Medicare Patrol (SMP) Scoop is prepared by the GWAAR SMP Team to help Medicare beneficiaries and their advocates prevent, detect, and report health care fraud, abuse, and errors.

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

Website: www.smpwi.org

Facebook:

@WisconsinSeniorMedicarePatrol

To subscribe, please send us an e-mail.



Preventing Medicare Fraud

Stay Ahead of Medicare Fraudsters

Resourced from: Medicare.Gov



Every day, criminals target older Americans with one goal – to steal their Medicare numbers and other protected health information. To fraudsters, this information is just as valuable as credit card information. These criminals steal Medicare numbers and unlawfully bill Medicare for medical services that were never provided to the patient or overbill for provided services.

When criminals commit fraud, and falsely bill Medicare, people's medical records may become inaccurate, and they can suffer delayed or even be denied care. In the end, Medicare fraud costs taxpayers

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PROTECT DETECT REPORT

Stay Ahead of Medicare Fraudsters

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billions of dollars every year. Each dollar lost to fraud takes away resources intended for people with Medicare.

Protect Yourself

Fraudsters are getting creative and new scams are continually emerging. The best thing you can do is beware of people who contact you for your Medicare number or other personal information. You may be contacted by phone, text, or email by someone posing as a Medicare representative, a health care provider, or even a medical equipment company. If someone you don't know asks for your Medicare number, hang up or delete the message – this is a scam.

Consider these tips to help protect yourself against Medicare fraud and stay one step ahead of fraudsters:

- Guard your Medicare card just like your Social Security card and credit card.
- Only share your Medicare information with your trusted health care providers.
- Be skeptical of free gifts, free medical services, discount packages, or any offer that sounds too good to be true.
- Always check your Medicare claims statements to make sure they are accurate. Call 1-800-MEDICARE if you suspect you or Medicare has been billed for a service you did not receive.

Watch Out for Medicare Hospice Fraud

Beware of scammers offering older Americans in-home perks, like free cooking, cleaning, and home health services, while they are unknowingly being signed up for hospice services. The scammers then unlawfully bill Medicare for these services in your name.

Criminals are using every avenue they can to sign you up including door-to-door visits, false advertising, phone, text, and email. Hospice care is for people who are terminally ill and only you and your doctor can make this serious decision if you need end-of-life care.

Remember this advice to avoid hospice scams:

- Your doctor is the only one who can certify you're terminally ill (with a life expectancy of six months or less). If you are not terminally ill, you should not receive hospice care.
- Never accept perks or gifts in return for signing up for hospice services.
- Medicare will never provide "free" services like housekeeping.
- Be suspicious if someone offers you free services like housekeeping or cooking in return for your Medicare number.
- Medicare will never come to your home.

Report Medicare Fraud

Reporting Medicare fraud protects you and millions of other people with Medicare and those with disabilities. If you or someone you know has experienced Medicare fraud or suspect an offer you've received is a scam, report it as soon as possible. You will never be in trouble for reporting fraud.

To learn more, visit [Medicare.gov/fraud](https://www.medicare.gov/fraud). To report potential fraud, call 1-800-MEDICARE (1-800-633-4227). Information provided by the U.S. Department of Health & Human Services.

Remember, the Senior Medicare Patrol is here to help you with concerns related to Medicare fraud. Call our toll-free helpline at 1-888-818-2611 for assistance.

Food Safety for the Fall & Winter Holidays

By the GWAAR Legal Services Team

With the fall and winter holidays fast approaching, here are some helpful safety tips to prevent foodborne illnesses:

► **Keep meat, seafood, and eggs separate from all other foods in the refrigerator.**

- Prevent juices from meat and seafood from leaking or dripping onto other foods by keeping them in sealed plastic bags or containers.
- Store eggs in their original carton inside the main refrigerator compartment. Eggs can contain salmonella, both inside and outside.

► **Cook and microwave food thoroughly.**

- Use a food thermometer to ensure that meat, seafood, and eggs are all cooked to a safe internal temperature to kill germs. Check out the chart on this U.S. Department of Health & Human Services website for a detailed list of temperatures and foods: <https://www.foodsafety.gov/food-safety-charts/safe-minimum-internal-temperatures>
- Roasts, steaks, chops, and fresh ham should rest for 3 minutes after being removed from the grill or oven.

► **Keep food out of the “danger zone” of 40°F and 140°F, where bacteria are likely to grow rapidly.**

- After food is prepared, keep hot food hot and cold food cold.
- Refrigerate or freeze perishable food, such as meat, seafood, eggs, chopped fruit, cooked rice, and leftovers within 2 hours of leaving the grocery store (1 hour if food is exposed to temperatures above 90°F, such as in a hot car or at a picnic).
- Keep the temperature in your refrigerator set at 40°F or below and the temperature in the freezer set at 0°F or below.

► **Use pasteurized eggs for dishes containing raw eggs, to prevent salmonella poisoning.**



► **Do not eat raw dough or batter that is meant to be baked or cooked, to prevent salmonella and *E. coli* poisoning.**

► **Thaw your turkey safely, by thawing it in a refrigerator, in a sink of cold water (change the water every 30 minutes), or in the microwave. Do not thaw turkey or other foods on the counter. A turkey must thaw at a safe temperature to prevent bacteria and other harmful germs from growing rapidly.**

► **Wash your hands with soap and water for at least 20 seconds to effectively kill germs during these key times:**

- Before, during, and after preparing food
- After handling uncooked meat, seafood, or eggs
- Before eating food
- After handling pet food or pet treats or touching pets
- After using the toilet
- After changing diapers or cleaning up a child who has used the toilet
- After touching garbage
- Before and after caring for someone who is sick
- Before and after treating a cut or wound
- After blowing your nose, coughing, or sneezing

► **Clean kitchen surfaces often, especially where food is prepared, to kill germs that can cause food poisoning.**

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PROTECT DETECT REPORT

Food Safety for the Fall & Winter Holidays

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- Wash countertops, utensils, and cutting boards with hot, soapy water after preparing each food item.
- It is a good idea to use separate cutting boards and plates for raw meat, seafood, produce, bread, and any foods that won't be cooked.
- ▶ **Rinse fresh fruits and vegetables under running water. Check your refrigerator regularly for spoiled food and throw away any that you find immediately.**

Happy holidays, and happy eating!



Important Resources for Wisconsin Medicare Beneficiaries

- Benefit Specialists at local **Aging and Disability Resource Centers (ADRCs)** and aging units in every county and tribe offer benefits counseling. For contact information, visit www.dhs.wisconsin.gov/benefit-specialists/counties.htm.
- Contact **Medicare** directly by calling **(800-633-4227)** or visiting www.medicare.gov/.
- The **Medigap Helpline (800-242-1060)** is a toll-free helpline operated by the Wisconsin Board on Aging and Long-Term Care that provides counseling for all Wisconsin Medicare beneficiaries on Medicare, Medicare supplement insurance, employer-based health insurance, Medicare Advantage plans, long-term care insurance, and related topics.
- The **Wisconsin Medigap Part D and Prescription Drug Helpline (855-677-2783)** is a toll-free helpline that answers questions from Wisconsin residents aged 60 and over about Medicare Part D and other prescription drug coverage options.
- The **Disability Rights Wisconsin Medicare Part D Helpline (800-926-4862)** is a toll-free helpline that assists all who are enrolled in Medicare, curious about how Medicare works, or when to enroll. The Part D helpline is here for all, no matter what age or disability.
- **Office for the Deaf and Hard of Hearing (video phone: 262-347-3045)** provides outreach and individual counseling in American Sign Language.
- **Judicare Legal Aid (800-472-1638)** provides outreach and benefits counseling to low-income persons living in Northern Wisconsin and Native Americans statewide.
- The **Wisconsin Senior Medicare Patrol (888-818-2611)** has a toll-free helpline for Medicare beneficiaries and their families to call to report suspected Medicare fraud, errors, and abuse.

Loneliness and Social Isolation – Tips for Staying Connected

Resourced from: National Institute on Aging <https://www.ncoa.org/>

Everyone needs social connections to survive and thrive. But as people age, they often find themselves spending more time alone. Being alone may leave older adults more vulnerable to loneliness and social isolation, which can affect their health and well-being. Studies show that [loneliness and social isolation](#) are associated with higher risks for health problems such as [heart disease](#), [depression](#), and [cognitive decline](#).

If you are in poor health, you may be more likely to be socially isolated or lonely. If you are socially isolated or feeling lonely, it can put your physical and mental health at risk. Adults who are lonely or socially isolated tend to be less healthy, have longer hospital stays, are readmitted to the hospital more often, and are more likely to die earlier than those with meaningful and supportive social connections.

What is the difference between loneliness and social isolation?

The number of adults age 65 and older is growing, and many are socially isolated and regularly feel lonely.

Loneliness and social isolation are different, but related. Loneliness is the distressing feeling of being alone or separated. Social isolation is the lack of social contacts and having few people to interact with regularly. You can live alone and not feel lonely or socially isolated, and you can feel lonely while being with other people.

Older adults are at higher risk for social isolation and loneliness due to changes in health and social connections that can come with growing older, hearing, vision, and memory loss, disability, trouble getting around, and/or the loss of family and friends.



How can feeling lonely or being isolated affect older adults' health?

People who are socially isolated or lonely are more likely to be admitted to the emergency room or to a nursing home. Social isolation and loneliness also are associated with higher risks for:

- [High blood pressure](#)
- [Heart disease](#)
- [Obesity](#)
- Weakened immune function
- Anxiety
- [Depression](#)
- [Cognitive decline](#)
- [Dementia](#), including [Alzheimer's disease](#)
- Death

People who are lonely or socially isolated may get [too little exercise](#), drink [too much alcohol](#), smoke, and [sleep poorly](#), which can further increase the risk of serious health conditions.

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Loneliness and Social Isolation – Tips for Staying Connected *continued from page 5*



People who are lonely experience emotional pain. Losing a sense of connection and community can change the way a person sees the world.

Someone experiencing chronic loneliness may feel threatened and mistrustful of others.

Emotional pain can activate the same stress responses in the body as physical pain. When this goes on for a long time, it can lead to chronic inflammation (overactive or prolonged release of factors that can damage tissues) and reduced immunity (ability to fight off disease). This raises your risk of chronic diseases and can leave a person more vulnerable to some infectious diseases.

Social isolation and loneliness may also be bad for brain health. These have been linked to poorer cognitive function and higher risk for [dementia](#), including [Alzheimer's disease](#). Also, too little social activity and being alone often may make it more difficult to perform everyday tasks such as driving, paying bills, taking medicine, and cooking.

Book Recommendation

GWAAR Staff Pick

Breaking the Age Code

How Your Beliefs About Aging Determine How Long & Well You Live

By Becca Levy, PhD

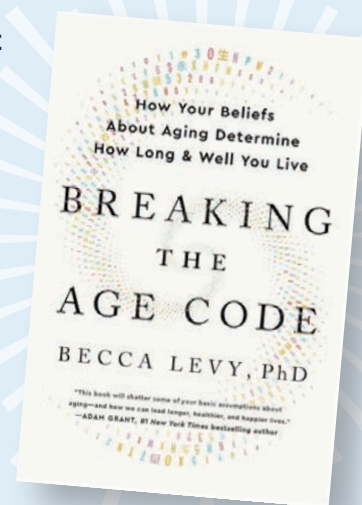
Yale professor and leading expert on the psychology of successful aging, Dr. Becca Levy, draws on her groundbreaking research to show how age beliefs can be improved so they benefit all aspects of the aging process, including the way genes operate and the extension of life expectancy by 7.5 years.

The often-surprising results of Levy's science offer stunning revelations about the mind-body connection. She demonstrates that many health problems formerly considered to be entirely due to the aging process, such as memory loss, hearing decline, and cardiovascular events, are instead influenced by the negative age beliefs that dominate in the U.S. and other ageist countries. It's time for all of us to rethink aging and *Breaking the Age Code* shows us how to do just that.

Based on her innovative research, stories that range from pop culture to the corporate boardroom, and her own life, Levy shows how age beliefs shape all aspects of our lives. She also presents a variety of fascinating people who have benefited from positive age beliefs as well as an entire town that has flourished with these beliefs.

Breaking the Age Code is a landmark work, presenting not only easy-to-follow techniques for improving age beliefs so they can contribute to successful aging, but also a blueprint to reduce structural ageism for lasting change and an age-just society.

From the website <https://becca-levy.com/the-book/>



What's the "Scoop"?

By Ingrid Kunder, SMP Program Director

Do you have a favorite holiday-flavored "scoop"? Mine would be peppermint stick. This "scoop" is not delightfully swirled with peppermint sticks, but, as always, it is important!

Here's the scoop: It is more important than ever for you to check your Medicare Summary Notices every single time you get them, either in the mail or via your Medicare.gov account online.

Here's why this continues to be so important: fraudsters are at it again. Claims for ostomy supplies and pouches are appearing on Medicare Summary Notices and these supplies were not ordered, are not medically necessary, and most often were not received by the beneficiary. Sound familiar? There was a similar issue not long ago related to urinary catheter kits.

Please check your statements and if you see something that looks suspicious, call us at **(888) 818-2611** so that we can report it as suspected fraud and work with you to make sure that your Medicare account is safe going forward.

In other news, data breaches of health care organizations and insurance companies continue to make headlines. It is important for you to know that when this happens, those entities have an obligation to notify you of the potential implications of the data breach and provide you with steps you can take to protect your information going forward. In some cases, you may be notified that you will be receiving

a new Medicare card with a new Medicare number. Please read these notices carefully so that you understand what, if any, steps you may need to take.

We know that this information can be confusing and unsettling. If you receive notices in the mail and you want to make sure that the information is legitimate, please call the Senior Medicare Patrol, and we can help you sort through everything to make sure that your Medicare account information will be safe going forward.

Remember that your Senior Medicare Patrol team is here to help in any way that we can. Please contact us by calling toll-free, 888-818-2611 or visiting our website, <https://www.smpwi.org>, for more information about how you can protect yourself from Medicare-related fraud and scams.

Here's the Scoop on how you can reach us:

Call: (888) 818-2611

E-mail: smp-wi@gwaar.org

Website: www.smpwi.org

Facebook: @WisconsinSeniorMedicarePatrol





Doctor Charged in \$32.7M Medicare Fraud Scheme

From the U.S. Attorney's Office, Western District of Louisiana: Wednesday, September 18, 2024.

LAFAYETTE, LA – A federal grand jury in Lafayette, Louisiana returned an indictment today charging a Louisiana doctor for his role in a scheme to defraud Medicare of over \$32.7 million by submitting claims for medically unnecessary definitive urine drug testing services.

According to court documents, **Michael W. Dole, M.D.**, 59, of Alexandria, owned and operated a pain management practice located in Alexandria, which had an in-house drug testing laboratory. From in or around January 2010 through July 2023, Dole allegedly billed Medicare over \$32.7 million for definitive testing of routinely over 22 classes of drugs in urine specimens from nearly all his patients, despite a lack of documentation of use or suspicion of use of those drugs by the patients. It is alleged that Medicare subsequently reimbursed Dole over \$11.7 million for the medically unnecessary urine drug testing claims, and Dole used the proceeds of the fraud on personal expenses.

Dole is charged with one count of conspiracy to commit health care fraud and five counts of health care fraud. If convicted, he faces a maximum penalty of 10 years in prison on each count.

Principal Deputy Assistant Attorney General Nicole M. Argentieri, head of the Justice Department's Criminal Division; U.S. Attorney Brandon B. Brown for the Western District of Louisiana; Special Agent in Charge Jason E. Meadows of the Department of Health and Human Services Office of Inspector General (HHS-OIG); and Special Agent in Charge Lyonel Myrthil of the FBI New Orleans Field Office made the announcement. HHS-OIG and the FBI New Orleans Field Office are investigating the case.



Trial Attorneys Samantha E. Usher and Kelly Z. Walters of the Criminal Division's Fraud Section are prosecuting the case. The Fraud Section leads the Criminal Division's efforts to combat health care fraud through the Health Care Fraud Strike Force Program. Since March 2007, this program, currently comprised of nine strike forces operating in 27 federal districts, has charged more than 5,400 defendants who collectively have billed federal health care programs and private insurers more than \$27 billion. In addition, the Centers for Medicare & Medicaid Services, working in conjunction with HHS-OIG, are taking steps to hold providers accountable for their involvement in health care fraud schemes. More information can be found at www.justice.gov/criminal-fraud/health-care-fraud-unit

An indictment is merely an allegation. All defendants are presumed innocent until proven guilty beyond a reasonable doubt in a court of law.

Elder Benefits Specialists – Helping Cut Through the Red Tape

By the Wisconsin SMP Team - Resourced from ADRC of Green County WI



What is Benefits Counseling?

An Elder Benefit Specialist can provide you with accurate and current

information about private and government benefits and programs that you may be entitled to. They help to sort through the maze of benefits, the varying eligibility requirements, and application processes. Benefits specialists can also help when people run into problems with Medicare, Social Security, and other benefits.

Elder Benefit Specialist

About Elder Benefit Specialists

The Elder Benefit Specialist Program is a federal and state mandated advocacy program, funded through the Older Americans Act and state dollars. Elder Benefit Specialists are trained in the areas of benefit and entitlement programs as well as other issues. The Greater Wisconsin Agency on Aging Resources in Madison, Wisconsin, provides in-depth, on-going training and assistance.

The Elder Benefit Specialist works with county residents 60 years of age and older, regardless of financial status.

Who Should Use the Service?

- Anyone 60 years of age or older who is having a problem in securing a public or private benefit
- Older persons who just want to know more about any private or public benefit
- Older persons who need help in organizing the paperwork that comes with applying for benefits

- Older persons who have been denied a benefit that they think they are entitled to receive

How Can an Elder Benefit Specialists Help?

- Provide accurate and current information on your benefits
- Suggest alternative actions to secure benefits or appeal denial of benefits
- Advocate on your behalf with the other parties involved
- Explain what legal action or other possible solution is required

What Can an Elder Benefit Specialists Help With?

- Medicare and Medicare Supplemental Insurance
- Medical Assistance (MA) and Low Income Subsidy Programs (QMB, SLMB, SLMB+)
- Social Security and Supplemental Security Income (SSI)
- Senior care and Medicare Part D
- Foodshare (food stamps) and energy assistance
- Other legal, benefit, and consumer problems

What Is the Cost?

There is no charge for the services a Benefit Specialist provides.

What About Confidentiality?

All files and correspondence are kept locked, and your conversations with a Benefit Specialist will remain confidential. You may be asked to sign a release of information so the Benefit Specialist can inquire on your behalf.

To find an Elder Benefits Specialist in your area, click [HERE](#).



Don't Take the Bait. Phishing Scams Are on the Rise

By the Better Business Bureau

Phishing is one of the most common tactics scammers use to steal cash and bank information from their targets.

While the methods vary, any attempt by scammers to convince an individual or company to reveal personal information is a phishing attack. These attacks target not only individuals but also businesses.

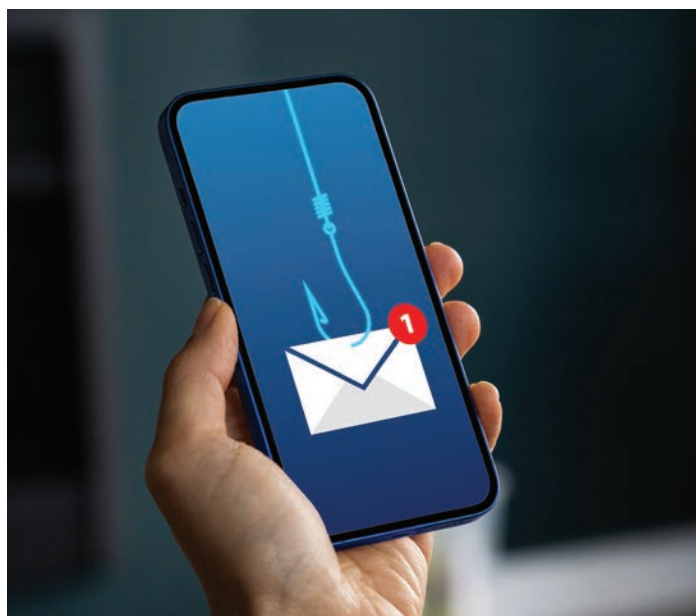
Phishing methods take advantage of the myriad of communication options available, including emails, texts, calls, and voicemail. At times, they are implanted within legitimate search engine results.

To help consumers and businesses understand the ever-changing world of phishing scams, the Better Business Bureau's International Investigations Initiative combed through thousands of reports to BBB Scam Tracker, talked with cybersecurity experts, and investigated the newest trends to compile the III's newest study - [BBB® Investigation: BBB tallies record number of reports as scammers adopt new technologies.](#)

The study synthesizes consumer stories and examines tactics used against businesses to show that phishing scams, one of the oldest internet frauds, remain dangerous to individuals and companies of all sizes. It also shows that text-based scams are growing in popularity, and fraudsters have begun to leverage artificial intelligence to craft outreach messages.

This study is intended to give consumers, businesses, news media, researchers, and regulatory agencies an in-depth understanding of:

- How these scams work
- How to avoid common scams
- What type of enforcement is helping curb fraud



- Red flags for consumers and businesses

Since the beginning of 2021, BBB received more than 23,000 reports related to phishing. Over 9,000 of those were reported last year, nearly double the record from the previous year.

For example, a man from Ohio told BBB he thought he was visiting Microsoft's website. After doing so, his computer locked up. A phone number, supposedly for Microsoft, was provided on the screen. The person on the other line said he had been hacked. To help, the man on the phone said he needed remote computer access.

Once it was given, the computer showed the man's bank account number, which was also supposedly compromised. The scammer pushed him to act quickly and complete a series of transfers from his account into Bitcoin. Over the next few days, the man followed the scammer's instructions and unknowingly sent \$40,000.

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These elaborate impersonations extend beyond trusted sources. In some cases, fraudsters impersonate an individual in the workplace.

One woman in Massachusetts told BBB she received an email from who she thought was her boss with an invoice attached. He asked her to pay \$4,500 by wire transfer in the message. She did so and emailed him to say the task was complete. Her boss immediately called her, saying he never asked her to pay for anything.

"I was confused because we had talked about paying it previously," the woman said. "I didn't notice the email address was a junk email address and not my boss."

Phishing scam red flags - watch out for an email, text message, or call that:

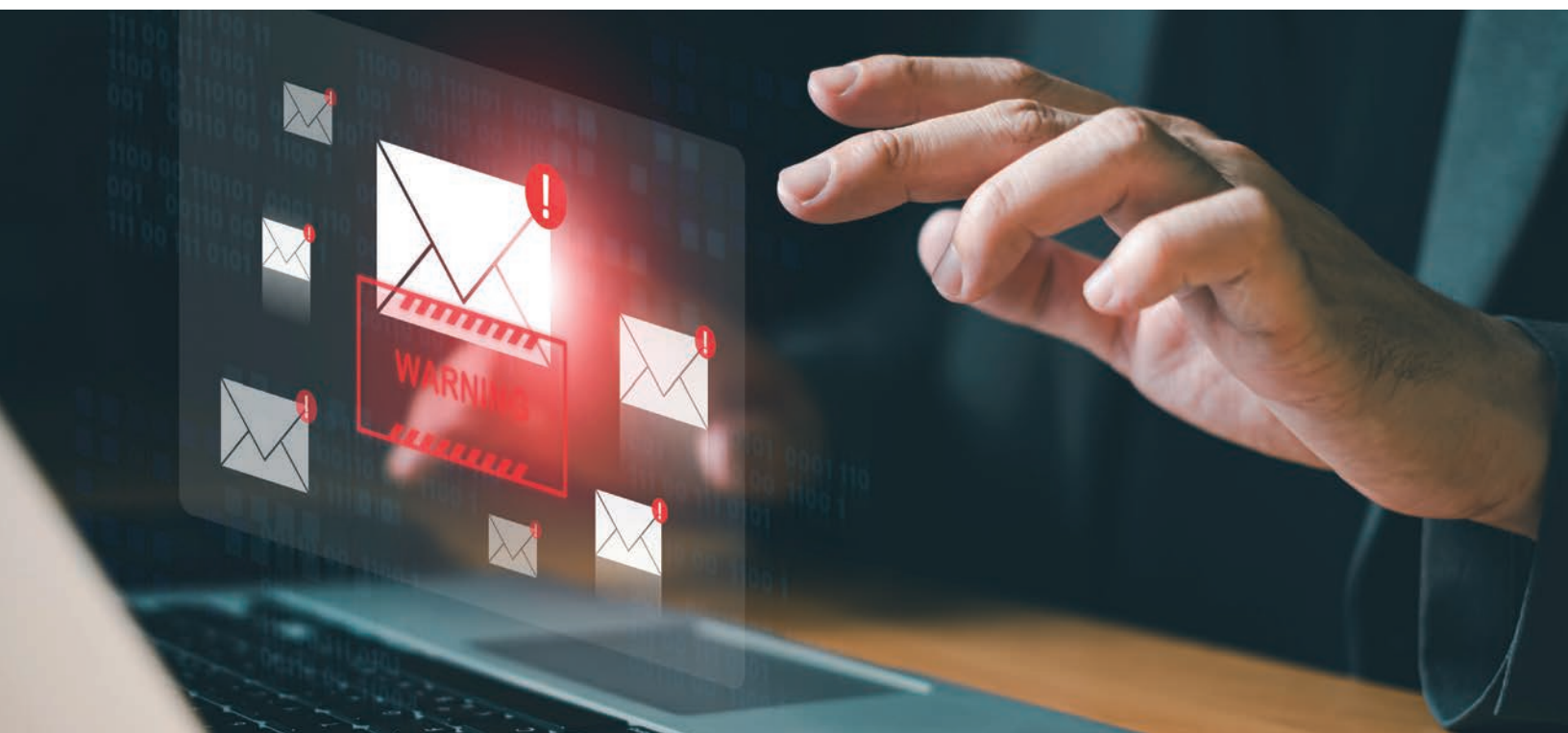
- Claims suspicious activity or fraudulent logins
- Describes unexpected problems with an account
- Tries to confirm financial information
- Requests to click a link to make a payment
- Sends unasked-for coupons

- Generic message paired with the logo of a well-known company
- Uses typo-filled and urgent language
- Offers government refunds

How to report fraud

If you suspect you are the subject of fraud, report your case to:

- To register a complaint or post a review with Better Business Bureau (BBB) - [BBB.org](https://www.bbb.org)
- To file a scam report with BBB - [BBB.org/ScamTracker](https://www.bbb.org/scamtracker)
- Federal Trade Commission (FTC) - [ReportFraud.ftc.gov](https://www.ftc.gov/report-fraud)
- Federal Bureau of Investigation (FBI) - <https://tips.fbi.gov/home>
- Canadian Anti-Fraud Centre (CAFC) - [Online](#) or by phone at 1-888-495-8501
- [Check your state Attorney General's](#) website to see if you can file online.





How to Donate Wisely on Giving Tuesday

By Tiffany Schultz, BBB SW WI Regional Director



The week following Thanksgiving isn't just about shopping. It's now a major time to support charity on Tuesday, December 3, during the annual Giving Tuesday initiative. Thousands of organizations from all over the world are inspiring generosity in their communities as donors gave \$3.1 billion in 2023 during the 24-hour period.

If you plan on giving, the Better Business Bureau urges you to research charities on [Give.org](https://www.give.org) beforehand to ensure your generous contributions are going to trustworthy organizations.

Tips for donating on Giving Tuesday

Watch out for name similarities. Before you give, be sure you have the exact name of the charity. Scammers like to create fake charities with similar names to fool their victims.

Review the website carefully. A responsible charity will include information such as its mission and programs, measurable goals, and concrete criteria that describes its achievements. Financial information should also be available. Make sure you are giving to a charity that's a good fit for you and your values.

Avoid on-the-spot donation decisions from unfamiliar organizations. Don't give in to pressure to make an immediate giving decision. Take time to do your homework. Responsible organizations will welcome your gift tomorrow as much as they will today.

Be wary of emotional appeals. Instead of making an impulse decision based on emotion, do some research to be sure your selected charity operates ethically.

Check Give.org. The charities listed on [Give.org](https://www.give.org) demonstrate they are trustworthy and have agreed to in-depth evaluations such as BBB's 20 Standards for Charity Accountability.

Research tax status. Don't assume every organization is tax-exempt. You can check an organization's tax status at [IRS.gov](https://www.irs.gov). Verify your gift is tax deductible before giving.





SMP Partnership With Great Lakes Inter-Tribal Council

Working to enhance the quality of life for all Native people

Hello, everyone. We at the Great Lakes Inter-Tribal Council (GLITC) hope you're doing well. We made it through another Open Enrollment Period, and if you made changes to your coverage, we sincerely hope the changes were in your best interest.

GLITC remains committed to its partnership with Wisconsin SMP and SMP's mission, "to empower and assist Medicare beneficiaries, their families, and caregivers on how to prevent, detect, and report health care fraud, abuse, and errors through outreach, counseling, and education." In these past few months, GLITC attended the Lac Courte Oreilles (LCO) Medicare Improvements for Patients and Providers (MIPPA) event, the Great Lakes Native American Elders Association (GLNAEA) event in LCO, and the Caregiver Conference in the Sokaogon Chippewa Community. These events were well attended and if you were present at any of them, it was nice to see you!

At the LCO MIPPA event, GLITC began to build a relationship with the LCO Health Center, LCO's local outpatient clinic. Staff from the clinic approached the SMP Team and shared their concern of private health insurance brokers persuading their clients to sign up for "better" insurance that ultimately did not cover LCO Medicare beneficiaries at their own clinic. GLITC Elder Benefit Specialists were brought into the discussions with the LCO Health Center staff on how to better educate local Medicare beneficiaries on coverages that best serve their interests. If your community is experiencing similar issues, please feel free to reach out to your Elder Benefit Specialist or SMP Representative to discuss ways we can better educate Medicare beneficiaries to navigate their Medicare coverage needs and the Open Enrollment Period.

The next event on our schedule is the GLNAEA meeting in Forest County Potawatomi. If you are able to attend, please stop by our booth and say hi!



Talking with an attendee at the Tribal Caregiver Conference in Crandon



GLITC supported tribal banner on display at the Tribal Caregiver Conference in Crandon.



SMP Welcomes New Staff Member

Please welcome our new Senior Medicare Patrol (SMP) Volunteer Coordinator, Susan Krolow! As the SMP Volunteer Coordinator, Susan brings a wealth of experience in managing and supporting older adult volunteers. With a background in volunteer recruitment, retention, training, and outreach through the United Way of Marathon County's RSVP (Retired and Senior Volunteer Program), Susan is adept at fostering meaningful engagement and ensuring impactful volunteer experiences. Known for exceptional customer service skills and a deep commitment to community service, Susan is dedicated to advancing SMP's mission to educate and empower Medicare beneficiaries to protect themselves from becoming a victim of scams and to minimize waste in Medicare. Welcome Susan!

Outreach Activities



Volunteer talking with attendees at the Art of Aging Event at Washinton Park Senior Center in Milwaukee



Had an information booth at Age YOUR Way Conference in Chippewa Falls



Participated in Volunteer Expo in Green Bay



Participated in the Beloit Senior Fair in Beloit



Participated in Dementia in Indian Country - Gathering Together for Brain Health - Lac Courte Oreilles Band of Lake Superior and Ojibwe

Outreach Activities



Had an informational booth at Kewaunee County Senior Resource Fair in Luxemburg



Attended Oneida Elder Expo in Oneida



Took part in the 2024 Rock County Senior Fair in Janesville



Had a booth at Appleton Noon Lions Club 25th Annual Senior Living Expo in Appleton



Had an informational booth at the Bringing Hope and Light to the Dementia Journey Conference in Stevens Point



Participated in the Walworth County Senior Resource Fair in Elkhorn



Attended Bad River/Red Cliff MIPPA Event in Bad River



Had an informational booth at the Merrill Community Night Out event



Attended Community Volunteer recruitment event in La Crosse



Preventing Medicare Fraud

1414 MacArthur Road, Suite A
Madison, WI 53714

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NEW SCAM ON THE MSN: OSTOMY SUPPLIES

Check your Medicare statements
to make sure you don't have
claims for things you don't need.

**"Ostomy supplies are covered
for use on a beneficiary with
a surgically created opening
(stoma) to divert urine, or fecal
contents outside the body."
- CMS**



www.smpwi.org



888-818-2611

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<https://www.cms.gov/medicare-coverage-database/view/article.aspx?articleId=52487>

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