

What SMPs Do



SMP Mission

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. SMPs are grant-funded projects of the federal U.S. Department of Health and Human Services (HHS), U.S. Administration for Community Living (ACL). Their work is in three main areas:

1. **Conduct Outreach and Education.** SMPs give presentations to groups, exhibit at events, and work one-on-one with Medicare beneficiaries.
2. **Engage Volunteers.** Protecting older persons' health, finances, and medical identity while saving precious Medicare dollars is a cause that attracts civic-minded Americans.
3. **Receive Beneficiary Complaints.** When Medicare beneficiaries, caregivers, and family members bring their complaints to the SMP, the SMP makes a determination about whether or not fraud, errors, or abuse is suspected. When fraud or abuse is suspected, they make referrals to the appropriate state and federal agencies for further investigation.
4. Below is a list of common areas Medicare fraud occurs. For a printable handout of tip sheets related to common Medicare fraud schemes, [click here](#).
5. If you or a loved one may have been a victim of any of these schemes, contact your [SMP](#) by calling 1-800-994-9422, the [OIG Hotline](#), and/or local law enforcement.

EXAMPLES OF MEDICARE FRAUD



Ambulance Fraud

Medicare covers ambulance services when they are medically necessary. To qualify for coverage, the ambulance and its crew must meet certain standards...



COVID-19 Fraud

Scams related to the coronavirus, also known as COVID-19, are rapidly increasing as the public health emergency develops. Scammers are targeting older adults...



[Durable Medical Equipment Fraud](#)

Durable medical equipment (DME) and orthotics companies offer a valuable service by providing wheelchairs, surgical supplies, catheters, etc...



[Genetic Testing Fraud](#)

Scammers are offering Medicare beneficiaries cheek swabs for genetic testing to obtain their Medicare information for fraudulent billing purposes...



[Home Health Care Fraud](#)

For Medicare beneficiaries to be eligible for home health care services, they must be under the care of a physician. The physician must certify that the beneficiary...



[Hospice Fraud](#)

Hospice is an important benefit for the Medicare population. Hospice fraud threatens this benefit for all beneficiaries. Scammers are getting beneficiaries to agree to...



Medical Identity Theft

Medical identity theft occurs when a beneficiary's Medicare number is misused, either by a provider, a supplier, or by someone posing as the real beneficiary...

Medicare Marketing Violations and Enrollment Fraud

Medicare plans cannot conduct unsolicited phone calls to beneficiaries with whom they have no prior relationship...



[Nursing Home Care Fraud](#)

Medicare doesn't generally pay for long-term nursing home care. However, Medicare Part A covers medically necessary, short-term care in a skilled nursing facility (SNF) within a nursing home under certain conditions...



[Outpatient Mental Health Care Fraud](#)

Providing mental health services in outpatient clinics saves the government and taxpayers a tremendous amount of money. It also allows the patient to...



Pharmacy and Prescription Drug Fraud

Pharmacy and prescription drug fraud is a consistent trend in Medicare. Due to the lucrative nature of prescription drug diversion and pharmacy scams...



Telehealth Fraud

Due to the recent expansion of telehealth services, and the ease in which this fraud can be committed, criminals are exploiting this new technology...

Go to the following link for a short video on the Senior Medicare Patrol Program:

<https://youtu.be/4UiX2v5dW78>