



ND SMP Scam of the Month – August 2021

Troubleshooting Medicare Problems

Learn Medicare coverage rules:

- To learn about **Original Medicare** coverage of a needed service, call 1-800-633-4227, visit www.medicare.gov, read the section in your *Medicare and You* handbook, or speak with your provider.
- To learn about a **Medicare Advantage** plan coverage of a needed service, call the plan, read the plan's benefit handbook, or speak with your provider.

Know who to contact for assistance:

- 1-800-Medicare (800-633-4227). To learn about coverage rules, find health care providers and DME suppliers in your area that participate in Medicare, or to request a replacement Medicare card.
- Medicare Advantage or Part D Plan. To learn about a plan's coverage rules and costs, why a service was denied, file a grievance for administrative errors, or customer service.
- Social Security Administration (SSA). For Part A and B enrollment and premium issues, address changes, or for a replacement Medicare card.
- State Health Insurance Program (SHIP). Contact ND SHIC at 1-888-575-6611 to ask for personalized counseling about your Medicare.
- Beneficiary and Family Centered Care-Quality Improvement Organization (BFCC-QIO). Contact the BFCC-QIO with complaints about quality of care. KEPRO is the ND BFCC-QIO, call toll-free at 1-888-317-0891.
- Senior Medicare Patrol (ND SMP). Contact ND SMP if you believe you may be experiencing Medicare fraud. If you believe there is a mistake on your Medicare Summary Notice or Explanation of Benefits, contact your provider first to check if they made a billing error.

Identify and report Medicare fraud and errors:

It is important to protect your Medicare number and only give it to your doctors and other providers. Be cautious when others ask for your personal information or offer free products and services **IF** you provide your Medicare number. If you see suspicious charges on your MSN or think that your provider inappropriately billed Medicare, first contact your provider about the billing. If you think you have spotted fraud, report it. ND SMP will help seniors prevent, detect and report Medicare fraud. If you see anything suspicious, contact the ND SMP at ndsmp@minotstateu.edu or call 1-800-233-1737 or 701-858-3580. For non-Medicare fraud issues, contact the ND Attorney General's Office at 1-800-472-2600.

The information provided is intended to be a general summary only. Source of information: Troubleshooting Medicare Coverage Problems (July 2021). *Medicare Minute*. The Medicare Rights Center.

North Dakota Senior Medicare Patrol Phone: 800-233-1737 or (701) 858-3580

For more information or to locate your SMP, visit www.ndcpd.org/smp

This project was supported, in part, by grant number 90MPPG0021, from the Administration for Community Living, Department of Health and Human Services. Points of view or opinions do not necessarily represent official Administration for Community Living policy.



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