



My Health Care Tracker

Protect yourself from fraud by tracking your health care!



Senior Medicare Patrol

Preventing Medicare Fraud

Massachusetts SMP Program
AgeSpan

280 Merrimack Street, Suite 400
Lawrence, MA 01843

800-892-0890 • www.MASMP.org

PROTECT DETECT REPORT

Why Keep a Health Care Tracker?

- To help you keep a record of the health care services you receive.
- To make sure the health care services, tests, and/or medical equipment items you receive are listed correctly on your Medicare Summary Notice (MSN), which you receive if you have Original Medicare, or Explanation of Benefits (EOB), which you receive if you have a Medicare Advantage plan.
 - This may reduce the amount you owe and help prevent your medical identity from being stolen.
 - This also protects the Medicare program for generations to come.
- To protect yourself and your health care benefits from fraud, errors, and abuse.



Your local SMP can:

Work with you one-on-one to examine your Medicare Summary Notices (MSNs) or Explanations of Benefits (EOBs) to determine potential fraud, errors, or abuse. They can contact providers to discuss billing issues and refer possible cases to the appropriate agencies or authorities.

Educate people in group presentations and at exhibits or events on how to avoid becoming victims of scams.

Engage volunteers to work with their peers and others to do this important work.

Senior Medicare Patrols

Senior Medicare Patrols (SMPs) help people prevent, detect, and report Medicare fraud, errors, and abuse through outreach, counseling, and education. SMPs want you to:

PROTECT yourself from fraud by protecting your personal information

- Treat your Medicare, Medicaid, and other health care plan numbers like a credit card number.
- Don't believe callers who say they're from Medicare. In fact, Medicare will not call you or visit you to sell you anything!

DETECT fraud, errors, and abuse

- Review your Medicare Summary Notices (MSNs) or Explanations of Benefits (EOBs) for mistakes. Compare them to statements from your providers, prescription drug receipts, and your entries in this log.
- Look for:
 - Charges for something you didn't get.
 - Billing for the same thing twice.
 - Services that were not ordered by your doctor.
- Visit www.Medicare.gov to access your Medicare account online.

REPORT mistakes or questions

- If you notice mistakes, have questions, or notice suspicious charges, call your provider or insurance plan first.
 - If you are not satisfied with their response, report it to the MA SMP Program at 800-892-0890.
- Find out more information at www.SMPResource.org or 1-877-808-2468.

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If you need another free copy of the My Health Care Tracker call the MA SMP Program at 800-892-0890 or go to www.MASMP.org.

The MA SMP Program publishes My Health Care Trackers in Chinese, English, Korean, Portuguese, Russian, Spanish and Vietnamese.

5 QUESTIONS to Ask Your Doctor Before You Get Any Test, Treatment, or Procedure

1. Do I really need this test or procedure?
2. What are the risks and side effects?
3. Are there simpler, safer options?
4. What happens if I don't do anything?
5. How much does it cost, and will my insurance pay for it?

Some medical tests, treatments, and procedures may not help you. And some of them might cause harm. **Use these 5 questions to talk to your doctor about which tests, treatments, and procedures you need – and which you don't need.**

These five questions were developed by Consumer Reports for the Choosing Wisely® Campaign, an initiative of the ABIM Foundation. For more information, please visit www.choosingwisely.org/patient-resources/.

Instructions for Using My Health Care Tracker

1. Take this tracker with you to your medical appointments.
2. Record information from your appointments in this tracker. Include:
 - The date, length of visit (*such as 5, 15, 30, or 45 minutes*), medical provider, and reason for the visit.
 - The names of the tests, (*such as X-rays, blood drawn, urine testing, ultrasound, and checked weight, height, and blood pressure*), equipment, or prescriptions.
3. When your Medicare Summary Notice (MSN) or Explanation of Benefits (EOB) arrives, compare the information. **Place a check mark** to the right of the entry **ONLY** if:
 - The date, length of visit, medical provider, and reason for the visit match the MSN or EOB.
 - The names of the tests, equipment, or prescriptions on the MSN or EOB are the same names that you recorded in your tracker.

4. Contact your provider or the MA SMP Program at 800-892-0890 if:

- You need assistance comparing your completed tracker with your MSN or EOB.
- You've completed your comparison and identified boxes for which there are no check marks.
- There are charges on your MSN or EOB for visits, tests, equipment, or prescriptions you didn't receive or were not ordered by your doctor.
- You were billed twice for the same visit, test, equipment, or prescription.



Immunization Record

The US Centers for Disease Control and Prevention (CDC) recommends the following immunizations for adults aged 19 and older. Each vaccine has its own dose recommendation based on age, medical experience, and other individual indicators. Your primary care physician can provide guidance on which of these vaccines are appropriate for you.

Vaccine	Date Given	Next Dose Due
Influenza		
Haemophilus Influenzae type b (Hib)		
Hepatitis A		
Hepatitis B		
Human Papillomavirus		
Measles, Mumps and Rubella (MMR)		
Meningococcal		
Pneumococcal		
Tetanus, Diphtheria, Pertussis		
Varicella		

Vaccine	Date Given	Next Dose Due
Shingles		
COVID-19: 1st Dose		
COVID-19: 2nd Dose		
COVID-19: 3rd Dose		
Other		
Other		
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If you have questions about your vaccines or dates of vaccinations, you should consult with your provider(s). Your provider can access your information through the Massachusetts Immunization Information System (MIIS). As a consumer you can get information and guidance by visiting www.MyVaxRecords.Mass.gov.

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Appointment List



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Provider Name: _____

Reason for Visit: _____

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State Health Insurance Assistance Programs

The State Health Insurance Assistance Programs (SHIPs) provide local, in-depth, and objective insurance counseling and assistance to Medicare-eligible individuals, their families, and caregivers.

Contact your local SHIP (SHINE in Massachusetts) to:

- Get one-on-one assistance with reviewing Medicare health insurance or prescription drug plan options.
- Understand Medicare's eligibility criteria and what Medicare does or does not cover.
- Learn about assistance programs you or your loved ones might be eligible for.
- Know your rights under Medicare.
- Volunteer to help others.



SHIP

State Health Insurance
Assistance Program

Navigating Medicare

**Contact your local
SHIP (SHINE in
Massachusetts)
by calling
MassOptions at
800-243-2646.**

Want to fight Medicare fraud, errors, and abuse?

Call 1-800-892-0890 or visit www.MASMP.org.

Volunteer for the MA SMP Program

The Massachusetts Senior Medicare Patrol (SMP) Program needs volunteers to help carry out the important mission of the program. Thousands of people across the U.S., in Guam, Puerto Rico and the U.S. Virgin Islands serve as volunteers. They:

- 1. Assist with administration:** Copy, file, do data entry, and make calls.
- 2. Distribute information:** Take SMP information materials to sites and events.
- 3. Staff exhibits:** Staff information kiosks or exhibits at events such as health fairs.
- 4. Make group presentations:** Give talks on SMP topics to small and large groups.
- 5. Counsel:** Work with beneficiaries on their individual situations. This may include reviewing MSNs, billing statements, and other related financial and health documents.
- 6. Manage complex interactions:** Have in-depth interactions with beneficiaries who are reporting specific instances of health care fraud, errors, and abuse.



Important Massachusetts Contacts

Massachusetts Senior Medicare Patrol (SMP) Program

Main Phone Number: 800-892-0890

www.MASMP.org • www.MedicareOutreach.org

Executive Office of Elder Affairs (EOEA)

Main Number: 617-727-7750

www.Mass.gov/orgs/Executive-Office-of-Elder-Affairs

Long Term Care Ombudsman Program: 800-243-4636

Serving The Health Insurance Needs of Everyone

(SHINE) Program: 800-243-4636

Email: SHINE@Mass.gov

Disabled Persons Protection Commission

Main Number: 800-426-9009 or 617-727-6465

www.Mass.gov/orgs/Disabled-Persons-Protection-Commission

Disability Policy Consortium

Main Number: 617-307-7775

www.DPCMA.org

My Ombudsman: 855-781-9898

www.MyOmbudsman.org

Massachusetts Attorney General's Office

Main Number: 617-727-8400

www.Mass.gov/orgs/Office-of-the-Attorney-General

Elder Abuse Hotline: 800-922-2275

Medicaid/MassHealth Fraud Hotline: 617-973-0865

Massachusetts Division of Insurance

Main Number: 617-521-7794 or 877-563-4467

www.Mass.gov/File-An-Insurance-Complaint

MassHealth (Medicaid)

Customer Service: 800-841-2900

www.Mass.gov/topics/MassHealth

Massachusetts Health Connector

Main Number: 877-623-6765

www.MyHealthConnector.org

MassOptions

Main Number: 800-243-4636

www.MassOptions.org

Medicare Advocacy Project (MAP) Legal Aid Program

Greater Boston: 800-323-3205

www.GBLS.org

Central & Western Mass: 855-252-5342

www.CommunityLegal.org

Bristol & Plymouth County: 800-244-8393

www.SCCLS.org

Fall River: 800-287-3777

Barnstable, Dukes & Nantucket counties: 800-742-4107

Note: For TTY Service call 7-1-1 or 800-439-0183.

Centers for Medicare and Medicaid Services (CMS)
Main Number: 1-800-MEDICARE or 1-800-633-4227
www.Medicare.gov

U.S. Administration for Community Living | Administration on Aging
Main Number: 800-677-1116
www.ACL.gov

Eldercare Locator: www.Eldercare.ACL.gov

Federal Trade Commission (FTC) ID Theft Hotline
Main Number: 877-438-4338
www.FTC.gov/IDTheft

KEPRO - Medicare Quality of Care Helpline
Main Number: 888-319-8452
www.KEPROQIO.com

National Center for Disaster Fraud
Main Number: 866-720-5721
www.Justice.gov/Disaster-Fraud

National Do Not Call Registry
Main Number: 888-382-1222
www.DoNotCall.gov

Office of Inspector General at U.S. Department of Health and Human Services
Fraud Tips Hotline: 800-HHS-TIPS or 800-447-8477
www.OIG.HHS.gov

SMP National Resource Center
Main Number: 877-808-2468
www.SMPResource.org

Social Security Administration
Main Number: 800-772-1213
www.SSA.gov

Note: For TTY Service call 7-1-1 or 800-439-0183.



Preventing Medicare Fraud

Massachusetts SMP Program

AgeSpan

280 Merrimack Street, Suite 400, Lawrence, MA 01843

800-892-0890 • www.MASMP.org

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Therefore, points of view or opinions do not necessarily represent official ACL or DHHS policy.

PROTECT DETECT REPORT

Senior Medicare Patrols (SMPs) help beneficiaries **PROTECT** themselves by learning about scams and fraud, **DETECT** possible fraud, errors, and abuse, and **REPORT** fraudsters to the appropriate authorities.

National SMP Resource Center

877-808-2468

www.SMPResource.org

English 2023