

How You Can Help Stop Medicare and Medicaid Fraud?

1. Keep a record of the healthcare services and products you receive, including names, dates and places.

2. Review your Medicare or MO HealthNet summary notices to see if they match your record. If the summary information doesn't look right:

A. Call the health care provider.

B. If you aren't satisfied with the provider's response, call the "carrier" or "fiscal intermediary" listed on your summary notice.

C. If you still aren't satisfied with the response, call either the:

- SORT program (Missouri's program to fight Medicare/Medicaid fraud):
1-888-515-6565

or

- Department of Health & Human Services (federal agency that oversees Medicare and Medicaid):
1-800-HHS-TIPS
(1-800-447-8477)

Volunteer Opportunities:

Long-Term Care Ombudsman 1-800-309-3282

Be an ombudsman for long-term care residents in your community. Advocate for high quality of life and the rights of residents. Three to four hours per week.

CLAIM

(Community Leaders Assisting the Insured of Missouri)

1-800-390-3330

Be a Medicare CLAIM counselor. Give one-on-one help to people in your community so they can understand their Medicare coverage and claims. Two or more hours per month.

SORT

(Seniors Organized to Restore Trust)

1-888-515-6565

Be a Medicare SORT and fraud/abuse counselor. Give one-on-one help to people in your community. Two or more hours per month.

Training and supervision available in all programs.

For hearing and speech impaired, call

RELAY MISSOURI:

Text Telephone: 1-800-735-2966

Voice: 1-800-735-2466

This brochure was funded in part by a grant from the Administration on Aging, Department of Health and Human Services to the Missouri Long-Term

Care Ombudsman Program.

An Equal Opportunity/Affirmative Action Employer

All Services Provided on a Nondiscriminatory Basis

#479

(9/2008 5,000

Who, What & Where of Medicare, MO HealthNet (Medicaid) and Veteran Benefits in Missouri

Medicare, MO HealthNet (Medicaid) & Veteran Benefits are complicated programs. When you have a question about these programs, half of the battle is finding someone who can give you an answer.

The Missouri Department of Health and Senior Services provides this helpful guide to aid you in your search.



Question or Complaint

Where the Answers Are

How to Get Answers

How to get or replace a Medicare Card

1-800-772-1213

Social Security Administration

Questions about general Medicare coverage, Part D Prescription Drug Coverage, or about my Medicare claim

- Medicare carrier
- CLAIM (Missouri's free Medicare counseling program)
- Centers for Medicare and Medicaid Services (CMS)

- Carrier: Phone number on the Medicare Summary Notice
- CLAIM: 1-800-390-3330
- CMS: 1-800-633-4227

Doctors who participate in Medicare

1-800-633-4227

Medicare carrier

Complaints about the quality of care provided by Medicare-reimbursed service provider (in hospital or Medicare skilled nursing unit)

Missouri Quality Improvement Organization - Primaris

1-800-347-1016

Complaints when a hospital denies me admission or wants me to leave before I'm ready

Missouri Quality Improvement Organization - Primaris

1-800-347-1016

Questions about MO HealthNet coverage in general

Missouri Department of Social Services Family Support Division

1-800-235-5503

Ask for your local county office phone number

Questions about my MO HealthNet claim

MO HealthNet Division
(Formerly Missouri Division of Medical Services)

1-800-392-2161

Complaints about an insurance company, agent or agency

Missouri Department of Insurance

1-800-726-7390

Reports of abuse, neglect or exploitation of seniors or adults with disabilities

Missouri Department of Health & Senior Services Elderly Abuse/ Neglect Hotline

1-800-392-0210

Information about services for seniors or adults with disabilities in Missouri

Missouri Department of Health & Senior Services toll-free Information Line

1-800-235-5503

Questions about VA eligibility & assistance in obtaining & completing necessary forms

Missouri Veterans Commission

1-866-VET-INFO (1-866-838-4636)
www.mvc.dps.mo.gov

Questions about Veterans Administration Health Benefits

Federal VA Health Benefits Service Center

1-877-222-VETS (1-877-222-8387)

Questions about general Veterans Benefits

Federal Veterans Administration

1-800-827-1000

Official U.S. Government Medicare website.....www.medicare.gov
Centers for Medicare and Medicaid.....www.cms.hhs.gov