FraudAlert!

Helping keep the promise.



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• Coalition of Wisconsin Aging Groups Elder Law Center

From the Project Director..... Elizabeth Conrad

Check out our website at www.wisconsinsmp.org

The Stop Medicare Fraud website allows you to search for fraud news by state. Check it out: www.stopmedicarefraud.gov/innews/index.html

Let's Get Acquainted By Judy Steinke, Wisconsin SMP Volunteer Coordinator

Wisconsin SMP (Senior Medicare Patrol) would like to introduce Rosemary Anderson of Ashland as this month's featured volunteer.

Rosemary joined SMP after attending the Volunteer Foundations Training that was held at Ashland's Vaughn Library in May 2010. When asked why she volunteers, her response was: "I feel a great sense of accomplishment and joy when I know that I have been able to help someone." Rosemary is sharing that sense of accomplishment and joy by introducing her nine-year old granddaughter, Savannah, to volunteering.

In addition to her role as an SMP volunteer, Rosemary also volunteers for the Ashland County Aging Unit, Faith in Action, the Sanborn Community Club, and the Sanborn United Methodist Church. She is also a member of several community groups including the Sanborn United Methodist Women's Group, the Red Hatters, and the Granny Quilters.

Prior to retirement, Rosemary had a catering business for 25 years. She and her husband of 47 years have three children and five grandchildren. Rosemary's hobbies include gardening, cooking, baking, quilting, and other crafts.

Wisconsin SMP thanks Rosemary for sharing the SMP message and for her dedication to serving others in her community.

FRAUD ALERT! • Coalition of Wisconsin Aging Groups Elder Law Center

Wisconsin SMP In this issue: Let's Get Acquainted with Rosemary Anderson, SMP Volunteer WI SMP Awarded New Capacity **Building Grant Identity Theft in Madison Area DATCP Warns Consumers to Be Alert** for "Ransomware" **Ex-Child Care Provider in Milwaukee Receives 14-Month Prison Term** Man Charged with Stealing Doctor's **Identity and Seeing Patients in SC** Report: U.S. Health Care System Wastes \$750 Billion a Year Tips to Safeguard Your Medicare Card **October Events CWAG & SMP Activities**

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Coalition of Wisconsin Aging Groups Advocacy = Membership = Elder Law

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Wisconsin SMP Awarded New Capacity Building Grant By Kevin Brown, Wisconsin SMP Capacity Building Grant Manager/Trainer

I am very pleased to report that the Coalition of Wisconsin Aging Groups (CWAG) has been awarded a new one-year grant to expand the capacity of its Wisconsin SMP (Senior Medicare Patrol) program. This is the third consecutive year that CWAG has received an SMP Capacity Building Grant, and the new award will allow Wisconsin SMP to continue our efforts to empower more seniors to prevent healthcare fraud in our state. The SMP program is overseen by the U.S. Department of Health and Human Services (HHS) Administration for Community Living, working collaboratively with the Centers for Medicare and Medicaid Services and the HHS Office of Inspector General.

Wisconsin SMP has some ambitious plans for the next twelve months. We will continue to work hard to recruit and train new volunteers, targeting underserved areas where our program needs more volunteers. The greater Milwaukee metropolitan area in Southeastern Wisconsin is one of the regions where we will focus our volunteer recruitment efforts in the next year. This area has a population of over 2 million people, 35% of the state's total. The seven counties we are targeting in Southeastern Wisconsin are: Milwaukee, Ozaukee, Waukesha, Washington, Racine, Kenosha, and Walworth. If you live or work in this region and are interested in helping Wisconsin SMP recruit new volunteers in your county, please contact me at (800) 488-2596, ext. 315 or kbrown@cwag.org.

The next Wisconsin SMP Volunteer Training session will be held on October 24 at the West Allis Senior Center from 9:30 a.m. until 3:30 p.m. We are also planning to conduct nine other volunteer trainings throughout the state in the new grant period. These additional volunteers will help us expand our outreach efforts by doing group presentations and distributing our materials at events across Wisconsin.

Finally, Wisconsin SMP will partner with the Wisconsin Parish Nurse Coalition (WPNC), a special interest group of the Wisconsin Nurses Association, to expand our outreach and education efforts to vulnerable populations in the state. We will co-sponsor and host an exhibit booth at the 2012 WPNC Pre-Conference, which will be held in Stevens Point on October 18. Wisconsin SMP will share our knowledge and resources about healthcare and consumer fraud with over 250 parish nurses located in the state, and WPNC's members will help spread our message of fraud prevention to the people they serve, many of whom are vulnerable seniors.

Identity Theft in Madison Area

At least 30, and probably many more, residents of Madison and Sun Prairie, recently became snared in a border-hopping web of identity fraud that taps illicit credit cards for big store purchases. The common elements in the cases are that phony lines of credit were established in the victims' names at big retailers and, in an unusual twist, the female victims' maiden names were used.

Police in Sun Prairie are baffled that two dozen victims live within two city blocks of one another. "It's not clear how much (information) they're getting," said Sun Prairie Detective Mike Wilson. "But they are definitely getting names, date of births, Social Security numbers, and addresses. It's not just in Sun Prairie. It's numerous other cities in Wisconsin and around the nation," he said, adding "it's the same retailers and the victims are from the same neighborhoods."

"We know of about 12 cases, involving lines of credit being requested or secured and victims not having any knowledge of those being opened in their names," said Howard Payne, Madison Police spokesman. In one case a woman received a letter from a Sam's Club bank affiliate stating that her application was being reviewed, pending credit score approval, Payne said.

Accounts were opened at several retailers, including Macy's, Sam's Club, Best Buy, and Victoria's Secret. Purchases exceeding \$100,000 were made in Texas, Arizona, and Georgia. The Madison victims reported more than \$100,000 in purchases from their appropriated cards, said Payne. In most of the Madison cases and some of the ones in Sun Prairie, women's maiden names were used to set up accounts, which may indicate the use of an outdated, compromised database. Payne said it does not appear that the cases are due to unsecure wireless connections.

Both police departments urged residents to take steps to safeguard their personal information, such as regular monitoring of credit bureau reports, and to contact authorities if identity theft is suspected. Sandy Chalmers of the Wisconsin Department of Agriculture, Trade and Consumer Protection also urged people to use restraint when posting personal information on Facebook. "Do you know how many people use their pets' names for passwords?" she said.

Payne referred potential victims to the Internet Crime Complaint Center, www.ic3.gov, which is run by the FBI and the National White Collar Crime Center, to file complaints and watch for trends. The standard defense against identity fraud includes reacting quickly to suspicious information, such as letters confirming credit card applications that you did not apply for. "And we encourage everyone to invest in a good paper shredder," Payne said.

Source: Wisconsin State Journal (August 25, 2012)

DATCP Warns Consumers to Be Alert for "Ransomware"

Ransoms aren't just for kidnapped people any more. Now, hackers want money to give you your computer back. "Ransomware" is the latest in computer malware, and earlier this month, authorities announced that it is hitting nationwide, including Wisconsin.

The Reveton malware locks up the computer and displays a phony message from the FBI or the U.S. Department of Justice that tells the user that his or her address has been identified as having visited illegal content on the Internet. The user is informed that he or she owes a fine and is prompted to pay a fee, typically \$100 to \$200, using a prepaid money card. Once the fee is paid, the user can regain control of the system.

"The user is directed to submit the code from their money card via an input box on the ransom screen," according to an alert from the Wisconsin Department of Agriculture, Trade, and Consumer Protection (DATCP). "After paying the fee, the screen will be removed. But the malware may continue to operate on the compromised computer and can be used to commit online banking and credit card fraud."

The FBI had issued a warning about Ransomware previously, but the DATCP alert was specifically aimed at Wisconsin. "Now we are hearing from Wisconsin consumers who are victims," said Sandy Chalmers, DATCP Administrator of Trade and Consumer Protection.

Unlike a traditional virus, which infects a computer when the user opens a file or attachment, Reveton infects a computer when the user clicks on a compromised website. Authorities have not mentioned where the malware may be coming from. "It doesn't look like there's really any way to know for sure what sites people visited or what websites may have transferred that malware," said Jerad Albrecht, a DATCP spokesman. "It may be when people get those junk pop-ups that note that their virus software needs to be updated or the like." He warned people about clicking on pop-up windows that look suspicious.

For more information, visit the Wisconsin Bureau of Consumer Protection's website at www.datcp.wisconsin.gov. You can also call or email the department at datcphotline@wisconsin.gov or (800) 422-7128.

Editor's note: A Wisconsin SMP staff member's office computer was infected with "ransomware" earlier this week.

Source: Milwaukee Journal Sentinel (September 13, 2012)

Ex-Child Care Provider in Milwaukee Receives 14-Month Prison Term for Fraud

On August 31, Latasha Jackson Wilder, 35, who pleaded guilty to wire fraud, conspiracy and theft of public funds in May, was sentenced to 14 months in federal prison. Jackson built a 7,600-square-foot mansion in Menomonee Falls and bought a Jaguar convertible while collecting millions in taxpayer subsidies from her Milwaukee child care center.

Chief U.S. District Judge Charles Clevert ordered Jackson, who now lives in Houston, to pay \$200,000 in restitution and gave her three years of supervised release after her prison term for her role in defrauding the Wisconsin Shares Program, which is intended to help low-income parents work by subsidizing care for their children. Clevert said Jackson damaged programs needed to help the poor, which are especially important as the nation grapples with a prolonged economic downturn. "Greed and dishonesty undercut confidence in the government and undercut the safety net that so many of the poor rely upon," Clevert said.

The case against Jackson is one of dozens of federal and state criminal cases initiated in the wake of a Milwaukee Journal Sentinel investigation that uncovered millions in taxpayer dollars squandered by parents and providers scamming the \$350 million Wisconsin Shares program. Federal sentencing guidelines called for Jackson to receive more than two years in prison, but she received a reduction because she pleaded guilty and provided information to federal agents about her co-defendants. Assistant U.S. Attorney Bridget Domaszek said Jackson's cut in prison time was warranted because of the value of the information she gave agents.

According to court documents, Jackson accumulated almost \$3 million from the publicly financed program during the decade she was in the child care business, collecting funds for children who didn't attend her center. Jackson's center, Latasha's Learning Enterprise, was shut down in 2007 because she beat her nephew with a belt. Jackson also sent information on 45 children to Executive Kids, run by Duane and Shontina Gladney, according to federal court documents. The Gladneys paid Jackson for the information, and even though the children didn't attend the Gladneys' center, they billed the state for their care. The Gladneys and another woman were also charged in federal court.

The Journal Sentinel investigation found that for ten years regulators ignored red flags that Jackson was cheating the system. Regulators repeatedly received complaints accusing Jackson of falsifying documents and billing for children she did not have in her care. She was cited for inaccurate attendance records. Inspectors also discovered that some of the workers at the center didn't know the names of the children they were supposedly caring for. Regulators investigated allegations that workers were using drugs and watching pornography and that Jackson had left the children in the care of a young teenage boy. Over a span of six years, inspectors cited her for more than 150 violations. Despite those problems, the state continued to pay Jackson.

State regulators eventually revoked Jackson's license in 2009 after finding out that the Journal Sentinel was preparing to publish an article about her. In December 2009, while she was under investigation, fire destroyed her home in Menomonee Falls. Investigators called the fire suspicious, but no one was charged. Officials said the investigation is still open.

Jackson apologized in court for her actions and said she has learned a valuable lesson. "These acts were selfish and uncharacteristic of who I am," she said.

The Gladneys and co-defendant Telisa Hopgood are set to be sentenced later this month.

Source: Milwaukee Journal Sentinel (September 1, 2012)

Man Charged with Stealing Doctor's Identity and Seeing Patients in S. Carolina

A con artist allegedly stole a physician's identity and pretended to be a doctor for a year in South Carolina. Now, investigators are combing through medical records to see if he harmed any of the hundreds of patients he treated.

Ernest Addo of Austell, Georgia, is charged with unlawful practice of medicine and obtaining goods under false pretense, authorities said. Addo does not have a medical license in the U.S., but he assumed the identity of a doctor friend, obtained a driver's license, and presented the substantial amount of paperwork needed to prove he was a doctor. The documents were given to him by the friend who hoped the two of them could open a clinic together when the real doctor returned from a year-long trip to Ghana, said Lexington County (South Carolina) Sheriff James Metts.

Arthur Kennedy, the real doctor, said he is embarrassed and devastated by what his friend did. Addo had some medical training and had acted enough like a doctor not to raise serious suspicion beyond one nurse who wondered why he consulted ask.com when she questioned his treatment plan.

After Addo's arrest at his home in Georgia, officers found fake IDs and other documents. It appears as though he may have tried to fake his way through other lucrative careers. Addo, 48, faces more than a decade in prison for his current charges. Metts says investigators are reviewing the medical records of more than 500 patients he saw at four Columbia-area senior centers and a rehabilitation center. Addo could end up in even more trouble because some of those patients have died. Metts says more charges could follow if any of those deaths were linked to Addo's actions.

Source: Wisconsin State Journal (September 1, 2012)

Report: U.S. Health Care System Wastes \$750 Billion a Year

According to a new report from the Institute of Medicine, the U.S. health care system wastes \$750 billion a year, roughly 30 cents of every medical dollar, through unneeded care, byzantine paperwork, fraud, and other waste. The counter-intuitive finding from the report is that deep cuts are possible without rationing, and a leaner system may even produce better quality.

"Health care in America presents a fundamental paradox," the report stated. "The past 50 years have seen an explosion in biomedical knowledge, dramatic innovation in therapies and surgical procedures, and management of conditions that previously were fatal ... Yet, American health care is falling short on basic dimensions of quality, outcomes, costs and equity."

If building a home were like healthcare, carpenters, plumbers, and electricians would all work from different blueprints and barely talk to one another, the report said. If shopping were like health care, prices would not be displayed and would vary widely within one store, depending on who was paying.

More than 18 months in the making, the report recognized six main areas of waste:

- 1. Unnecessary services (\$210 billion annually);
- 2. Inefficient delivery of care (\$130 billion);
- 3. Excess administrative costs (\$190 billion);
- 4. Inflated prices (\$105 billion);
- 5. Prevention failures (\$55 billion); and
- 6. Fraud (\$75 billion).

Adjusting the figures for some overlapping among categories, the panel settled on an estimate of \$750 billion.

The report makes ten recommendations, including payment reforms to reward quality results instead of reimbursing for each procedure, improving coordination among different kinds of service providers, leveraging technology to reinforce sound clinical decisions, and educating patients to become more savvy consumers.

The report's main message for government officials is to accelerate payment reforms, said Dr. Mark Smith, president of the California HealthCare Foundation, who chaired the 18-member panel that produced the report. For employers, it's to move beyond cost shifts to workers and begin to demand accountability from hospitals and major medical groups. For doctors, it means to move beyond the silo of solo practice and collaborate with their peers and other clinicians.

It's a huge hill to climb, and we're not going to get out of this overnight," said Smith. "The good news is that the very common notion that quality will suffer if less money is spent is simply not true. That should reassure people that the conversation about controlling costs is not necessarily about reducing quality."

The Institute of Medicine, an arm of the National Academy of Sciences, is an independent organization that advises the government.

Source: The Huffington Post (September 6, 2012)

Tips to Safeguard Your Medicare Card

Here are a few helpful suggestions for protecting your Medicare card (and the Social Security number on your card) from a recent "Ask Dow Jones" column by Tom Herman of the Wall Street Journal.

Some of Herman's readers make copies of their Medicare cards after eliminating the entire Social Security number, and others make copies after eliminating the last four digits.

"For the last couple of years, I have been carrying my Medicare card with the last four digits of my (Social Security) number cut out," said one reader. "I have not found any problem in providing that information when asked for it by a medical provider and feel I have reduced any dangers associated with carrying around a piece of ID that normally contains my full (Social Security) number."

A fact sheet from the Privacy Rights Clearinghouse contains the following tip: "If you feel you must carry your health insurance or Medicare card with you at all times, try this. Photocopy the card and cut it down to wallet size. Then remove or cut out the last four digits of the (Social Security number). Carry that with you rather than the actual card. But be sure to carry your original Medicare card with you the first time you visit your healthcare provider. They are likely to want to make a photocopy of it for their files."

"Exactly right," said Sally Hurme, an elder-law attorney with AARP. "That's what I do: I made a photocopy of my Medicare card and blacked out the last four numbers of my Social Security number. I've never had any problems, never had an issue."

Rep. Sam Johnson (R-Texas) and Rep. Lloyd Dogett (D-Texas) have introduced legislation that would require the elimination of Social Security numbers from Medicare cards.

Source: Milwaukee Journal Sentinel (September 2, 2012)

Agrace HospiceCare to Offer Educational Events in October

A free educational seminar and a caregiver support group will be offered at Agrace HospiceCare in October. "Coping with Grief at the Holidays" will be held at Agrace HospiceCare, 5395 E. Cheryl Parkway in Madison, on Tuesday, October 9, from 6:30 p.m. to 8:00 p.m. Pre-registration is requested; please call Amy Ketterer, Agrace public affairs, at (608) 327-7202. Agrace's Caregiver Support Discussion Group will meet Tuesday, October 16, from 1:00 p.m. to 2:30 p.m. at Agrace. Please call Cheri Milton at (608) 327-7300 for more information.

Memory Cafe Opens at Middleton Senior Center on October 5

A new Memory Cafe is opening at the Middleton Senior Center on Friday, October 5, 2012.

When: First Friday of each month, 9:30 to 11:30 a.m.

Where: Middleton Senior Center, 7448 Hubbard Avenue, Middleton, Wisconsin

Start Date: October 5, 2012

Cost: No charge; donations are appreciated!

Come to socialize and enjoy shared interests with people who are experiencing memory loss, mild cognitive impairment, Alzheimer's disease or a related dementia and their family and friends. This cafe meets monthly for conversation and fun in a relaxed environment. Activities will be chosen by participants; some with the whole group and some in smaller groups depending on your interests. Examples include: Tai Chi to improve balance, discussing artwork, creative projects, games, guest presenters on an array of subjects such as art, music and exercise, storytelling and simply sharing among friends. We will be learning, laughing and visiting with others. If you require assistance to participate, please have someone accompany you.

If you have questions, or would like to participate, contact the Alzheimer's & Dementia Alliance of Wisconsin at <u>608-232-3400</u> or <u>888-308-6251</u> or email: <u>support@alzwisc.org</u>.

Macular Degeneration Symposium on October 18

The Wisconsin Council of the Blind & Visually Impaired is teaming up with the UW-Madison Department of Ophthalmology & Visual Sciences to present "Macular Degeneration Symposium: Innovations 2012" on Thursday, October 18, 2012, at the Alliant Energy Center in Madison.

This event is a must for anyone who has macular degeneration or is a concerned family member, caregiver or professional. You will learn about the latest research on the prevention, diagnosis and treatment of macular degeneration and visit exhibitor booths where you can check out video magnifiers, computer aids and numerous other resources.

The symposium is FREE and open to the public; however, you must register to attend. Your only cost is the box lunch.

Visit <u>www.wcblind.org</u> or call <u>608-255-1166</u> for event details and to register by the October 12 deadline.

October/November Parkinson's Activities

- 10/7/12: **Moving Forward: A Ride/Walk for Parkinson's**, 105 N. Main St., Dousman. To register visit www.active.com or call 414-805-8326.
- 10/13/12: Gundersen Lutheran's **Polka for Parkinson's** 12-8 p.m., Cost: \$8, Moose Lodge #1920, 1932 Ward Ave, La Crosse.
- 11/10/12: **Caregiver's: A survival training workshop** for Caregivers of people with Parkinson's and Movement Disorders, Country Springs, Waukesha. \$20 includes breakfast lunch, manual and journal. To register call <u>1-800-272-3666</u>.

CWAG Activities

| Date | Activity | County |
|----------------|---|--------|
| September 13 | CWAG District 6 Fall Meeting-Cameron | Barron |
| September 28 | CWAG District 1 Fall Meeting-Waunakee | Dane |
| November 14-16 | CWAG Senior Statesmanship Class-Madison | Dane |

SMP Activities

| Date | Activity | County |
|--------------|---|------------|
| September 6 | SMP Presentation-NAFRE-Milwaukee | Milwaukee |
| September 6 | SMP Presentation-South Wood County Heart Club | Wood |
| September 12 | SMP Presentation-VIP Group-Tomah | Monroe |
| September 13 | SMP Booth-Health & Resource Fair-Madison Senior Center | Dane |
| September 15 | SMP Booth-Church Women United in WI Conference-Madison | Dane |
| September 16 | SMP Booth-English Lutheran Church Block Party-La Crosse | La Crosse |
| September 20 | SMP Booth-Health, Wellness, and Safety Fair-Black River Falls | Jackson |
| September 24 | SMP Booth-WI Counties Association Annual ConfLa Crosse | La Crosse |
| September 25 | SMP Presentation-Wausau RSVP Group | Marathon |
| September 25 | SMP Presentation-Parkland Commons-Oconomowoc | Waukesha |
| September 25 | SMP Presentation-Platteville VIP Group | Grant |
| September 26 | SMP Presentation-Rockwell Court AptsFort Atkinson | Jefferson |
| October 2 | SMP Booth-Colloquium on Aging-Madison | Dane |
| October 2 | SMP Booth-Beloit Senior Fair-Beloit | Rock |
| October 3 | SMP Booth-Forever Young Fair-Green Bay | Brown |
| October 5 | SMP Presentation & Booth-Triad Conference-Madison | Dane |
| October 8 | SMP Booth-Wisconsin Alliance for Retired Americans-Milw. | Milwaukee |
| October 9 | SMP Presentation-Booth Manor-Oak Creek | Milwaukee |
| October 10 | SMP Presentation-St. John's Lutheran-Lannon | Waukesha |
| October 11 | SMP Presentation-Nutrition Site Managers' Training-Two Rivers | Manitowoc |
| October 12 | SMP Booth-Caregiver Retreat & Resource Fair-Weston | Marathon |
| October 15 | SMP Booth-Hospice End of Life Forum-Madison | Dane |
| October 16 | SMP Vol. & Prof. Partner Update Training/Luncheon-Brillion | Calumet |
| October 16 | SMP Presentation-Riverview Manor AptsFort Atkinson | Jefferson |
| October 17 | SMP Booth-Mercer Health Fair | Iron |
| October 17 | SMP Presentation-Marshfield Care Center Resident/Fam. Council | Wood |
| October 18 | SMP Presentation-Nutrition Site Managers' Training-Menomonie | Dunn |
| October 18 | SMP Booth-Senior Health & Info Fair-Two Rivers | Manitowoc |
| October 18 | SMP Booth-Wisconsin Parish Nurses Conference-Stevens Point | Portage |
| October 19 | SMP Booth-Wisconsin Nurses Assn. Conference-Stevens Point | Portage |
| October 19 | SMP Booth-Aging America & Cancer Symposium-Middleton | Dane |
| October 23 | SMP Booth-Health Living Fair-Sturgeon Bay | Door |
| October 23 | SMP Vol. & Prof. Partner Update Trng./Luncheon-Oconomowoc | Waukesha |
| October 24 | SMP Volunteer Foundations Training-West Allis Senior Center | Milwaukee |
| October 25 | SMP Presentation-Our Savior's Lutheran Church-Superior | Douglas |
| October 25 | SMP Presentation-Walworth County | Walworth |
| October 26 | SMP Booth-Rock County Senior Fair-Janesville | Rock |
| October 26 | SMP Booth-Fall Health Fair-Medford | Taylor |
| October 30 | SMP Vol. & Prof. Partner Update Trng./Luncheon-Rhinelander | Oneida |
| November 12 | SMP Booth-Chippewa Valley Caregiver Fair-Eau Claire | Eau Claire |
| November 13 | SMP Booth-Fall Alzheimer's Conference-La Crosse | La Crosse |
| November 15 | SMP Presentation-Round House Manor-Kaukauna | Outagamie |

We are always looking for opportunities to support our colleagues in the aging network. Please contact Wisconsin SMP and let us know about upcoming events in your area.

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Click on Publications then click on Wisconsin Senior Medicare Patrol (SMP) and scroll down and click on the edition you wish to view.

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In an effort to save paper, postage and be "volunteer friendly," we will email issues of the *Fraud Alert!* to those who have email. Please contact Lisa Turner at lturner@cwag.org, giving her your email address to add to our list. Thank you!

For more information, contact:

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