

FraudAlert!

Helping keep the promise.



June 2012 • Volume 16, No. 11

• Coalition of Wisconsin Aging Groups Elder Law Center

From the Project Director. Elizabeth Conrad

Check out our website at www.wisconsinsmp.org

Let's Get Acquainted

By Judy Steinke, Wisconsin SMP Volunteer Coordinator

Eleanor Sutton Kratzat of Stanley is this month's featured Wisconsin SMP (Senior Medicare Patrol) volunteer.

Eleanor joined the project after attending a presentation in 2009. Each month she shares information from the Fraud Alert! at the Stanley Senior Citizens Club meetings. She currently serves as both the president and treasurer of this group.

Born and raised in Brooklyn, NY, she met her husband while serving as a volunteer at the USO in New Rochelle, NY. After his discharge from the Army, they got married at her home, and the very next day traveled by train to his home in Milwaukee. Eventually, her husband built a home for the family in Racine County. When her youngest child started first grade, Eleanor decided to continue her education. She graduated with honors from the two-year Teacher's College in Union Grove and later completed both her Bachelors and Masters degrees at the UW-Whitewater. Eleanor taught in elementary schools in Racine County and Waukesha County for 23 years.

Upon retirement and a move to Stanley, Eleanor became involved in numerous volunteer activities that enable her to serve others. She is a member of the Music Makers of the Chippewa Falls Area Senior Center, and each week they visit area nursing homes to perform for the residents. Eleanor also volunteers at her church where they sew quilts that are donated to Lutheran World Relief.

Continued on page 2

Wisconsin SMP

In this issue:

Let's Get Acquainted with Eleanor Sutton Kratzat, SMP Volunteer
CWAG Awarded New Federal Grant for WI SMP Program

CWAG Programs Help Elderly Victims of Financial Abuse and Identity Theft

DHS Seeks Input on SeniorCare

Johnson & Johnson Sets Aside \$600 Million for Whistleblower Settlement
Milwaukee Health Center Awarded Grant to Help Hispanics with Diabetes

ACOs: What are They?

CMS Hires Two New Contractors to Fight Healthcare Fraud

New AARP Online Health Tool
SMP & CWAG Activities

Published and distributed by the Coalition of Wisconsin Aging Groups Elder Law Center funded in part by grant #90MP0187 from the Administration on Aging, Department of Health and Human Services. Grantees undertaking projects under government sponsorship are encouraged to express freely their findings and conclusions. Points of view or opinions do not, therefore, necessarily represent official Administration on Aging Policy.

EDITOR AND PROJECT DIRECTOR

Elizabeth Conrad

PRODUCTION ASSISTANT

Lisa Turner

This publication may be reproduced ONLY in its entirety. Permission to excerpt portions must be obtained prior to use.

© 2012 CWAG. All rights reserved.



Coalition of Wisconsin Aging Groups
Advocacy ■ Membership ■ Elder Law

2850 Dairy Drive
Madison, WI 53718-6742
608-224-0606

www.cwag.org • econrad@cwag.org

Let's Get Acquainted *continued*

In her spare time, Eleanor participates in a winter bowling league, and she also enjoys spending time with her family. Now a widow, Eleanor is fortunate to have a granddaughter and her husband, and their three children living right next door. One day, at age 85, she surprised her 9-year-old great-grandson by putting the basketball through the hoop. His comment was, “nice – old bones still work!”

Wisconsin SMP is lucky to have Eleanor on our team. Thank you, Eleanor, for your dedicated service to Wisconsin seniors!

CWAG Awarded New Federal Grant for Wisconsin SMP Program **By Kevin Brown, Wisconsin SMP Capacity Building Grant Manager/Trainer**

I am very pleased to report that the U.S. Department of Health and Human Services (HHS) announced earlier this month that the Coalition of Wisconsin Aging Groups (CWAG) has been awarded a new three-year grant to help Wisconsin SMP (Senior Medicare Patrol) continue our efforts to fight Medicare fraud in our state. CWAG was awarded \$177,927 for the first year (June 1, 2012-May 31, 2013) of the new three-year grant project period, which began June 1, 2012 and ends on May 31, 2015, and is slated to receive a similar level of funding for the second and third years of the project, which amounts to over \$533,000.

Wisconsin SMP is one of 54 SMP projects across the nation that educate Medicare beneficiaries, caregivers, and professionals how to prevent, detect, and report healthcare fraud, waste, and abuse. The Administration on Aging operates the SMP program in close partnership with the Centers for Medicare and Medicaid Services and the HHS Office of Inspector General.

Since 1997, the Wisconsin SMP program has conducted 170 volunteer training sessions and trained more than 600 volunteers throughout the state to educate Medicare beneficiaries, family members, and caregivers about the importance of protecting their personal information, reviewing their Medicare notices to identify billing errors and potentially fraudulent activity, and reporting suspected fraud, waste, and abuse. Wisconsin SMP staff and volunteers have made over 800 presentations on healthcare fraud and distributed informational materials at more than 700 community outreach events over the past fifteen years.

Wisconsin SMP will continue to work with our existing partners in the aging network, such as the Wisconsin Association of Benefit Specialists and Wisconsin Association of Nutrition Directors, to empower seniors to prevent healthcare fraud in our state. We will also establish new partnerships with the following entities in the next three years: the Wisconsin Newspaper Association, Wisconsin Council of Churches, Wisconsin Bankers Association, Wisconsin Identity Theft Coalition, and the Wisconsin Chapter of the American Association of Service Coordinators. The new grant will allow Wisconsin SMP to expand our volunteer workforce, increase public awareness of healthcare fraud prevention, and refer additional fraud complaints to state and federal regulatory agencies.

Thank you to all of the Wisconsin SMP staff members, volunteers, and professional partners who have worked on behalf of our project over the past fifteen years. You have helped Wisconsin SMP make a big difference in the fight against healthcare fraud in our state, and we look forward to working with you, and our new partners, in the next three years.

CWAG Programs Help Elderly Victims of Financial Abuse and Identity Theft

June 15 was World Elder Abuse Day. One of the most persistent and underreported forms of elder abuse is financial exploitation. As a matter of fact, the Coalition of Wisconsin Aging Groups (CWAG) estimates that more than 38,000 Wisconsin seniors were victims of financial exploitation in 2011, though only 1,000 of those cases were reported. Identity theft, a prevalent form of financial exploitation, was the fastest growing complaint made to the Wisconsin Department of Agriculture, Trade and Consumer Protection in 2011, tying for fifth in their annual top 10 list of complaints.

Sadly, the perpetrators of these crimes are often the victim's own family members. Trusted loved ones have easy access to an elder's personal information, such as their social security number and bank account numbers, which can be used to steal funds or open new accounts in the victim's name. The perpetrators may try to justify their crimes by claiming they were going to inherit the money someday so they feel entitled to take it now when they need it. They may also excuse their behavior by saying that the victim does not plan to use their credit so it won't hurt them if they use their information to open a needed loan or credit card. These are both very dangerous fallacies that can leave a vulnerable senior without their hard-earned financial safety net and at the mercy of aggressive debt collectors.

CWAG has two programs specifically dedicated to working on these important issues. One is the Elder Financial Empowerment Project, a toll-free helpline that provides information, advocacy, and referral to elder victims of financial abuse and their surrogates. The helpline is operated on a "call-back" basis: callers are asked to leave a message and will receive a return call as soon as possible. The services of the Elder Financial Empowerment Project are available at *no charge* to any Wisconsin senior, age 60 or over. The project is staffed by employees of the CWAG Elder Law Center and is funded in part by state crime victim service funds. Seniors who feel that they have been the victim of financial abuse may call (800) 488-2596 for free information, advocacy, and referral services.

Common questions received by the helpline include:

- What are possible warning signs that an elder is being financially exploited?
- What is an agent's legal authority and fiduciary responsibility under a Power of Attorney for Finances document and what does someone do when an agent is mismanaging funds?
- How does someone report a guardian or conservator who is misusing or mismanaging a ward's funds?
- I think I may have been a victim of a scam. Where do I report the scam and is there any way to get my money back?
- My niece has stolen her mother's identity and opened credit cards in her name and emptied her bank accounts. How can I help my sister to stop this abuse and recover her credit?

Due to the large number of calls similar to the last question, CWAG has created a statewide collaborative called the Wisconsin Identity Theft Coalition. This coalition is made up of victim assistance organizations, government agencies, financial institutions, and law enforcement who are working together to improve services to victims of intrafamilial identity theft. Since its inception last fall, the coalition has grown to include over 50 entities across the state, conducted a daylong training on better assisting victims of identity theft, and continues to meet quarterly to plan projects and initiatives around the state on this important issue. Organizations or agencies that would like to join the Wisconsin Identity Theft Coalition should contact Anne Gargano Ahmed at (608) 221-6126 or agahmed@cwag.org.

June 18, 2012

Department of Health Services Seeks Input on SeniorCare Program Renewal Process Calls For Public Input Opportunity; No Changes Are Proposed For the Program

MADISON – The Department of Health Services is seeking input from community partners, stakeholders and participants in the SeniorCare program on a draft request to renew the program.

“SeniorCare is successful and has substantial support in Wisconsin. We propose keeping the program in its current form,” said Department of Health Services Deputy Secretary Kitty Rhoades. “Once we take a look at all of the comments received, we’ll draft the final request and ask the federal government to renew the program through 2015.”

The Department has scheduled town hall meetings throughout the state to solicit feedback on the proposal. Individuals who are interested in speaking will have up to five minutes to share their comments at the forums. Those who would like to share their input and do not wish to speak are encouraged to submit their written feedback at the meeting or through the Department’s online form at www.dhs.wisconsin.gov/seniorcare/input.

Testimony may be presented through a telephone conference line for the Stevens Point and Waukesha hearings. After calling the conference line at (877) 402-9757, please enter the access code 5906120.

Nearly 87,000 Wisconsin seniors receive prescription drug benefits through SeniorCare. The Department plans to submit its final waiver request to the Center for Medicare and Medicaid Services at the end of August.

Stevens Point

Thursday, June 28, 2012, 10:00 a.m. to 12:00 noon
Portage County Annex
1462 Strongs Avenue
Stevens Point, WI

Waukesha

Friday, June 29, 2012, 10:00 a.m. to 12:00 noon
State Office Building
141 NW Barstow, Room 151
Waukesha, WI

Hudson

Friday, July 13, 2012, 10:00 a.m. to 12:00 noon
St. Croix County Government Center
1101 Carmichael Road, County Board Room
Hudson, WI 54016

* People needing special accommodations to attend or participate in the meeting should notify the Department of Health Services at 608-266-9622 (TTY 888-701-1250) by the day prior to the event.

Johnson & Johnson Sets Aside \$600 Million for Whistleblower Settlement

Johnson & Johnson announced that it will add about \$600 million to its reserves to cover a possible settlement of allegations it paid kickbacks to Omnicare Inc., a company that dispenses drugs to nursing homes. The company said it will take a one-time charge in the second quarter to cover a possible settlement of a whistleblower lawsuit.

In 2010, U.S. attorneys joined two lawsuits alleging Johnson & Johnson made improper payments to Omnicare Inc. to get the company to buy more of three of its drugs. Omnicare's pharmacists then recommended that doctors prescribe those drugs for their patients. The federal government says the payments were made between 1999 and 2004. Omnicare's sales of Johnson & Johnson drugs rose from about \$100 million a year to approximately \$280 million a year during that period.

Source: Milwaukee Journal Sentinel (June 9, 2012)

Milwaukee Health Center Awarded Grant to Help Hispanics with Diabetes

Sixteenth Street Community Health Center in Milwaukee will receive \$295,615 over the next three years from the Bristol-Myers Squibb Foundation to help Latino patients with type 2 diabetes who are not seeking care for the disease. The grant is part of \$6 million awarded by the Bristol-Myers Squibb Foundation on June 8 for its Together on Diabetes initiative.

According to Bristol Myers-Squibb, the initiative will utilize lessons from care models used for people living with HIV/AIDS to assist patients who have lapsed at least twice in a twelve-month period in getting the care needed to manage the disease. The project will use targeted outreach, bilingual health education, and ongoing support to re-connect with inactive patients, teach them how to manage their own care, and verify they are receiving care on a regular basis.

Almost one in eight Latino adults have type 2 diabetes and the risk of developing diabetes is 66% higher among Latino adults than non-Latino white adults, according to the foundation.

Source: Milwaukee Journal Sentinel (June 8, 2012)

Reprinted with permission of Disability Rights Wisconsin

Accountable Care Organizations: What are They?

Accountable Care Organizations (ACOs) are groups of doctors, hospitals, and other health care providers who work together to increase and improve coordinated care for people with Medicare. If these groups succeed in giving high quality care and show savings over original, or "fee for service," Medicare, they can share in the savings.

To form an ACO, a group of providers must show they can create an effective primary care team for beneficiaries. People with original Medicare are matched up with or assigned to an ACO if they receive most of their care from ACO providers. Data from these beneficiaries is used to track health outcomes and measure savings. However, these patients can still see the providers of their choice—they are not required to see ACO providers.

It's the health care providers, not people with Medicare, who are participating in ACOs. People with Medicare don't sign up for or select an ACO. ACOs are provider groups—they are not membership-based beneficiary groups, health maintenance organizations (HMOs), or managed care entities.

There are several ways people with Medicare will find out if their doctor is participating in an ACO, such as in-person at their doctor's office or by letters from their doctor. As one of the ACO's goals is to better coordinate care, a provider participating in an ACO may ask his/her patients to allow Medicare to share certain health information with the ACO. Patients can refuse to share their health information with the ACO in writing or by calling 1-800-MEDICARE.

People with Medicare who get services from doctors participating in an ACO may see changes at the doctor's office. Their doctor may give them more information about their care. They may notice more follow-up from nurses after visits. They may be asked to create a care plan with their doctor. They may also see increased attention to preventive care, discharge planning, and care transitions.

Medicare has several initiatives and programs that support healthcare participation in ACOs, including:

- The Pioneer ACO Model, for organizations with experience operating as ACOs offering high quality coordinated care.
- The Medicare Shared Savings Program, which gives providers several opportunities to engage with CMS as an ACO. CMS approved 27 applicants to begin participating in ACOs in April 2012. More ACOs will begin participating in July 2012, January 2013 and then annually.

Current Pioneer ACOs in Wisconsin

Allina Hospitals & Clinics

Allina Hospitals & Clinics is a not-for-profit system of hospitals, clinics and health care services, providing care throughout Minnesota and western Wisconsin. Allina owns and operates 11 hospitals, more than 90 clinics and specialty care centers, and specialty medical services that provide hospice care, oxygen and home medical equipment, pharmacies, and emergency medical transportation services.

Organizations affiliated with Allina include:

Hospitals: Abbott Northwestern Hospital, Buffalo Hospital, Cambridge Medical Center, Mercy Hospital, New Ulm Medical Center, Owatonna Hospital, Phillips Eye Institute, River Falls Area Hospital, St. Francis Regional Medical Center (jointly owned), United Hospital, Unity Hospital.

Ambulatory care centers: Abbott Northwestern's Center for Outpatient Care, Edina, Elk Ridge Health, WestHealth Campus and Woodbury Ambulatory Surgery Center (jointly owned).

Clinic groups (multiple locations): Allina Medical Clinic, Aspen Medical Group, Quello Clinic.

Multiple hospital-based clinics.

Bellin-ThedaCare Healthcare Partners

Bellin-ThedaCare Healthcare Partners is an organization of providers covering 12 counties in Northeast Wisconsin. Two leading healthcare systems, Bellin Health (based in Green Bay) and ThedaCare (based in Appleton), as well as eight major health care facilities, and nearly 700 physicians make up the network.

Originally named the Northeast Wisconsin Health Value Network, Bellin-ThedaCare Healthcare Partners was formed in 2008 to create value through quality improvement, efficiency of care and an

approach to care that emphasizes life-long health. Those participating in the network coordinate patient care and maintain a centralized electronic medical record. Through coordination, information sharing and following a program of continuous incremental improvement, Bellin-ThedaCare enables healthcare providers to achieve desired clinical outcomes in a cost effective manner, achieve greater overall health for our patients and foster a positive relationship with employers and purchasers. For the benefit of purchasers, patients and physicians, Bellin-ThedaCare issues regular report cards that track actual performance based on a strict set of criteria. This report card ensures ongoing quality improvement.

Current Medicare Shared Savings Programs in Wisconsin

Accountable Care Coalition of Southeast Wisconsin, LLC

The Accountable Care Coalition of Southeast Wisconsin, LLC is an ACO partnership between Independent Physician Network, Inc. (IPN) and Collaborative Health Systems. IPN was established in 1984 and has grown to include more than 900 physicians who serve more than 130,000 patients in southeastern Wisconsin. The ACO is expected to serve nearly 10,000 beneficiaries.

CMS Hires Two New Contractors to Fight Healthcare Fraud

The Centers for Medicare and Medicaid Services (CMS) is turning to two contractors headquartered in the Washington, D.C. metropolitan area to manage a two-part approach to rooting out sham claims. Last year, CMS hired Falls Church-based Northrop Grumman and Rockville-based TurningPoint to help the agency move beyond its “pay and chase” practice -- meaning it would pay claims first and later after it found out they were fraudulent seek to recover the money. Now, as mandated in the Small Business Jobs Act of 2010, the agency is trying to prevent fraudulent payments from ever being made through predictive modeling, according to David Nelson of CMS.

To make the switch, CMS chose a fraud prevention system and an automated provider screening system. The fraud prevention system, which is handled by Northrop, uses predictive technology to look for suspicious billing patterns. The automated provider screening system, managed by TurningPoint, is intended to root out ineligible providers before they enroll or submit a claim.

The fraud prevention system contract was awarded to Northrop in April 2011. The system built by Northrop and its partners searches for problematic claims “in a real-time basis as the claims come through,” said Eric Buice, vice president of health care systems management in Northrop’s information systems unit. Suspicious billing patterns trigger alerts so that employees can evaluate the claims.

TurningPoint’s automated provider screening system, which was developed after the company received its contract last September, utilizes sources from credit history to criminal records to come up with a risk score that considers how likely providers are to be fraudulent. Within the first 30 days of operation, the system identified about 3,000 high-risk providers who have since been removed from the system, said Bangalore S. Shivacharan, the company’s chief executive.

Nelson said the two systems, working together, are meant to dramatically reduce the number of suspected fraudulent claims that are processed and weed out bad providers. He also stated that CMS is working closely with each of the companies to refine the systems as they go forward. This summer, CMS plans to report its findings to Congress, which has been monitoring the program’s success. “Certainly there’s additional pressure there, but it’s actually been quite helpful in a lot of ways,”

Nelson said. “With the mandates ... also came the funding for this issue, [and] with that of course comes the transparency and the wish to know exactly what’s going on and looking for results.”

Source: Washington Post (June 3, 2012)

New AARP Online Health Tool Helps Members to Better Manage Their Health

On June 5, AARP and Microsoft Corporation announced the launch of AARP Health Record, a security-enhanced online service designed to help individuals over 50 manage and improve their health. The new tool enables users to enter, store, and edit their personal health information in a central location and share it with caregivers, family members, doctors, or other healthcare providers.

AARP Health Record, which is free to AARP members, makes it easy to create and maintain security-enhanced, up-to-date records online. Storing all of their health information in one location gives members the ability to partner more effectively with their doctors and other healthcare providers, be better prepared for emergencies, and reduce redundant paperwork.

“AARP Health Record is designed to help our members better manage their health so they can focus on the things they care about most – enjoying the happiness and peace of mind that comes from living life to the fullest,” said AARP Vice President Nicole Duritz. “In today’s digital environment, AARP Health Record is the right resource at the right time.”

AARP Health Record will focus on giving users a convenient way to track and manage basic health information, such as blood type, drug allergies, medications, and personal and family health history as well as emergency and provider contact information. Users can also print and carry with them an easy-to-read wallet card with their vital health statistics. The tool is available in English and Spanish.

AARP Health Record connects with Microsoft Health Vault, which is a privacy- and security-enhanced online platform that enables individuals to compile and store personal health information from multiple sources in a single location. They can also create additional profiles for their spouse, children, aging parents, or anyone whose health they need to monitor. Health Vault account holders may select among hundreds of connected health and wellness applications to monitor chronic conditions and share data with their doctors or track progress against wellness or fitness goals.

AARP Health Record is a small part of a broader vision to develop online tools and services tailored to AARP members and individuals over 50 to help them manage chronic conditions and medications while improving their health and navigating the health system.

“This is the future of health care,” said Duritz. “Our members need information that is current and convenient, so they can ask smart questions and communicate effectively with the healthcare system, whether they are in their doctor’s office or halfway around the world on vacation. Health Record is a great resource for our members to use when interacting with the medical system – whether for themselves, their kids, or their aging parents and other loved ones.”

AARP Health Record is available at www.aarp.org/healthrecord and www.aarp.org/mihistorialdesalud.

Source: www.PRNewswire.com (6/5/12)

SMP Activities

| Date | Activity | County |
|--------------|--|-----------|
| June 4 | SMP Presentation-Neighbor to Neighbor Group-Sturgeon Bay | Door |
| June 7 | SMP Booth & Presentation-Vital Aging Conference-La Crosse | La Crosse |
| June 12 | SMP Booth-Wisconsin Prevention Summit-Neenah | Winnebago |
| June 12 | SMP Presentation-Columbus Manor Apts.-Columbus | Columbia |
| June 12 | SMP Presentation-Terrace Estates-Sheboygan | Sheboygan |
| June 14 | SMP Presentation-Grace Lodge-Rhineland | Oneida |
| June 14-15 | SMP Presentation & Booth-WI Assn. of Service Coords. Conf. | Dane |
| June 15 | SMP Presentation-World Elder Abuse Awareness Event-Kenosha | Kenosha |
| June 15 | SMP Booth-Ogema Caregiver Conference-Ogema | Price |
| June 19 | SMP Booth-Columbus Senior Center | Columbia |
| June 20 | SMP Presentation-Grace United Methodist Church-Wautoma | Waushara |
| June 21 | SMP Volunteer Foundations Training-Neillsville | Clark |
| June 22 | SMP Presentation-West Madison Senior Center-Madison | Dane |
| June 25 | SMP Presentation-Breezewood Village-Hartland | Waukesha |
| July 11 | SMP Volunteer Foundations Training-Madison | Dane |
| July 14 | SMP Booth-Taste of Rome | Adams |
| July 17-19 | SMP Booth-Farm Technology Days-New London | Outagamie |
| July 18 | SMP Presentation-Calvary Gardens-Milwaukee | Milwaukee |
| July 25 | SMP Presentation- Bayside Senior Living Apts.-Oconto | Oconto |
| July 26-27 | SMP Presentation & Booth-CWAG Convention-Stevens Point | Portage |
| August 14 | SMP Volunteer Foundations Training-Superior | Douglas |
| August 15 | SMP Presentation-St. Mary's Hall-Superior | Douglas |
| August 22 | SMP Booth-Ashland Senior Expo | Ashland |
| August 28 | SMP Presentation-Grobschmidt Senior Center-South Milwaukee | Milwaukee |
| August 28-30 | 2012 SMP Regional Conference-Grand Rapids, Michigan | |
| September 6 | SMP Presentation-South Wood County Heart Club | Wood |
| September 14 | SMP Booth-Caregiver Conference-New Richmond | St. Croix |
| September 24 | SMP Booth-WI Counties Association Annual Conf.-La Crosse | La Crosse |
| October 2 | SMP Booth-Colloquium on Aging-Madison | Dane |
| October 2 | SMP Booth-Beloit Senior Fair | Rock |
| October 3 | SMP Booth-Forever Young Fair-Green Bay | Brown |
| October 18 | SMP Booth-Senior Health & Info Fair-Two Rivers | Manitowoc |
| October 26 | SMP Booth-Rock County Senior Fair-Janesville | Rock |

CWAG Activities

| Date | Activity | County |
|----------------|---|---------|
| June 22 | CWAG District 8 Meeting-Superior | Douglas |
| July 26-27 | CWAG Annual Convention-Stevens Point | Portage |
| November 14-16 | CWAG Senior Statesmanship Class-Madison | Dane |

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.

FRAUD ALERT – ELECTRONIC VERSION

In previous issues, we told you that Wisconsin SMP *Fraud Alert!* will be sent electronically unless we receive a “request for a paper copy” from you.

Contact Lisa Turner at lturner@cwag.org,
giving her your e-mail address,
to add to our list.
Your cooperation is greatly appreciated.

Check out the Wisconsin SMP web site
www.wisconsinsmp.org

You can also access our publication by visiting our web site www.wisconsinsmp.org
Or you can visit the Coalition of Wisconsin Aging Groups web site www.cwag.org
Click on Publications then click on Wisconsin Senior Medicare Patrol (SMP) and scroll down
and click on the edition you wish to view.

ATTENTION: All of you with Email...

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:

Elizabeth Conrad, SMP Project Director
Coalition of Wisconsin Aging Groups Elder Law Center
2850 Dairy Drive – Suite 100
Madison, WI 53718-6742
Phone: 800/488-2596 608/224-0606
Email: econrad@cwag.org

