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Ohio Volunteer Presentation Leads to Recovery

By Jane Winkler

SMP Coordinator of Volunteers, Pro Seniors Inc., Ohio

Thanks to the efforts of Ohio SMP Volunteer Teb Baines, a company that had been incorrectly billing a beneficiary for medical bills will be refunding Medicare more than \$2,350.

Last fall Teb was presenting to a group of 10 residents at a senior housing complex in Butler County, Ohio. Following his remarks, one beneficiary told Teb about his firsthand experience with errors showing up on his Medicare Summary Notices since 2010. The man thought it was fraud and followed the necessary steps to resolve the issue, including reporting it to his local police department. The problem still continued, however.

Concerned by the man's story, Teb encouraged him to contact Pro Seniors' Ohio SMP. After extensive review of records and numerous phone calls, Project Associate Mary Day resolved the issue. The company had been incorrectly billing this beneficiary who has a similar name and same date of birth as another individual. In addition to refunding more than \$2,350 to Medicare, the company has pinpointed where the error began and noted it in their billing system to prevent this problem from happening again.



Teb Baines

As an SMP volunteer, Teb gives presentations on Medicare fraud in his preferred "fireside chat" manner and distributes literature at special events. He has been an exceptional volunteer of Ohio SMP since 2009 and is a resident of Middletown. ●