

SMP Spotlight: North Dakota

Each month, the SMP National Resource Center Facebook page spotlights one SMP project. North Dakota was featured in November 2017. Below are the posts, written by Linda Madsen, SMP project director:

November 1 – Introduction

The North Dakota Senior Medicare Patrol Facebook page was created in 2011. At that time, ND SMP recognized the importance of social media; however, we didn't do an effective job of managing the page. In July 2017, we recruited a volunteer to take over this daunting task! We are now working to increase our followers and to keep our current followers engaged. To meet this objective, we have found it important to post a minimum of one time per day. Our Facebook page is used primarily to inform beneficiaries of upcoming group education events and share scam alerts.



North Dakota SMP
Empowering Seniors To Prevent Healthcare Fraud

ND SMP Scam of the Month – October 2017
You're getting a New Medicare Card!

You are getting a new Medicare card that will arrive between April 2018 and April 2019.

Here's how you can get ready:

- Make sure your mailing address is correct with the Social Security Administration (SSA). If your address needs correcting, contact SSA at: ssa.gov/myaccount or 1-800-772-1213.
- Beware of anyone who contacts you about your new Medicare card. SSA or Centers for Medicare and Medicaid (CMS) will never ask you to give out personal or private information to get your new Medicare number and card.
- Understand that mailing everyone a new card will take some time. Your card might arrive at a different time than your friends or neighbors.
- If you believe that you are a victim of identity theft or Medicare fraud, contact 1-800-Medicare (1-800-633-4227) or ND SMP.

211 Intake Call System September 25-November 17
ND SHIC has a contract with the state's 211 system to take calls about Medicare prescription drug plans. When you call 211 First Link your information will be entered into an internet-based program that SHIC will access, prepare a drug plan comparison and mail this information to the beneficiary in time to make a plan choice.

You will need the following information when you call:

- An up-to-date medication list.
- The name of your pharmacy.
- The yellow Medicare drug retrieval code card with the retrieval code ID and password.

What can you do to protect yourself from fraud?

- > Keep your personal and financial information private.
- > Never sign blank forms, review statements and verify account information.
- > Keep your personal numbers (Medicare, Social Security, and bank account numbers) PERSONAL.
- > Contact the ND Attorney General Consumer Protection office at 1-800-472-2600.
- > Call the ND SMP office if you have questions about Medicare fraud.

Fall 2017 Part D Open Enrollment Dates
(Contact ND SHIC at 1-888-575-6611 for more information)

> Grand Forks	Tuesday, October 17	Canad Inn
> Fargo	Wednesday, October 18	Country Inns & Suites
> Valley City	Thursday, October 19	Senior Center
> Dickinson	Tuesday, October 24	DSU Blesiot Activities Center
> Minot	Thursday, October 26	Sleep Inn & Suites
> Bismarck	Tuesday, October 31	Kelly Inn
> Jamestown	Thursday, November 2	Gladstone Inn

The information provided is intended to be a general summary only. Source of information: CMS Webinar: New Medicare Card, September 16, 2017 <https://www.cms.gov/webinar>

North Dakota Senior Medicare Patrol Phone: 800-233-1737 or (701) 858-3580
For more information or to locate your SMP, visit www.ndcpd.org/smp

This project was supported, in part, by grant number 90MP0217, from the Administration for Community Living, Department of Health and Human Services. Points of view or opinions do not necessarily represent official Administration for Community Living policy.

November 7 – Engagement

We have found the most activity on our page is when we share the Scam of the Month.

North Dakota Senior Medicare Patrol (ND SMP) added a new photo.
October 6 at 7:30am · 🌟

ND SMP October Scam of the Month #ndsm
www.ndcpd.org/smp

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continued



November 8 – Volunteers

North Dakota SMP values our volunteers and their commitment. They are always ready and willing to help deliver the message about Medicare fraud. We rely on them to educate beneficiaries, especially those in the rural areas of our state.

November 13 – Event Pictures and Tagging



Sharing pictures from events and tagging the volunteers and the organization sponsoring the event also promotes activity on the page.



continued

November 21 — Recent Happenings — Presentation

We give a monthly presentation at a low-income senior housing facility. This is one of our volunteers presenting scam information while performing a “ghoulish dance.”



November 27 — Post Frequency

In order to post every day, we have found that sharing posts created by others is very helpful! We share scam alert posts and videos from partners such as AARP, Independent Living Centers, and local and state news.

https://www.facebook.com/fraudwatchnetwork/videos/1447803528667311/?hc_ref=ARSJxy4HQo2G5p-Ls3bkIjqHt6-6-AJ9Hdp0LUzrfa9pHOwsHP6PGqE_OdY-xQhsUFA

SCAM ALERT ^{AARP}

Medicare will start sending out cards next year with new IDs

SCAM ALERT: New Medicare Card Scams

[Learn More](#)