

SMP Spotlight: Illinois

Each month, the SMP National Resource Center Facebook page spotlights one SMP project. Illinois was featured in October 2017. Below are the posts, written by Bailey Huffman, coordinator of volunteers and outreach:

October 2 — Introduction

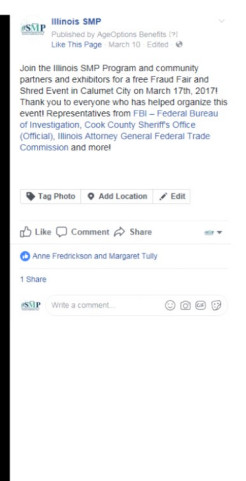
The Illinois SMP at AgeOptions launched our new Facebook page in December 2016 with the goals of promoting our volunteers and recruiting new volunteers, engaging our partner agencies, and reaching a statewide audience.



October 5 - Promotional, Educational, or Engaging



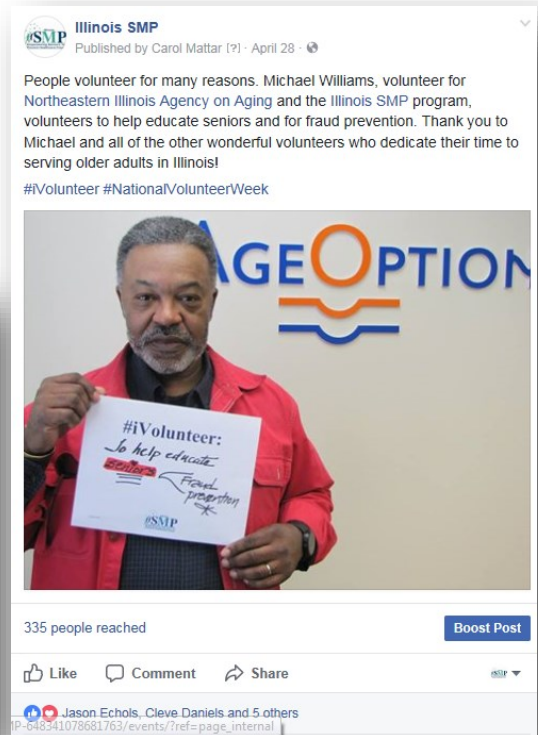
In general, our posts are one of three categories: promotional, educational, or engaging. Here is an example when we promoted an event that we held on St. Patrick's Day. We later shared photos from this event.



continued

October 10 - Volunteer Recruitment

During National Volunteer Appreciation Week, we asked the volunteers at our Volunteer Conference to answer “Why #iVolunteer?”



October 13 – Tagging

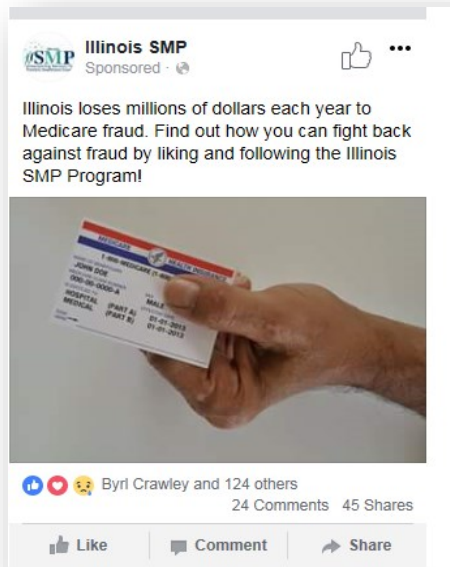
Tagging partner agencies is a great way to engage them. We did this with our #iVolunteer group photos so the agencies could easily like and share photos of their volunteers.



continued

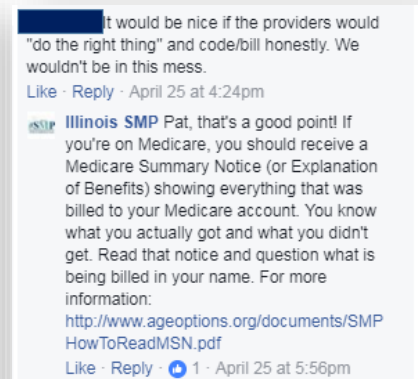
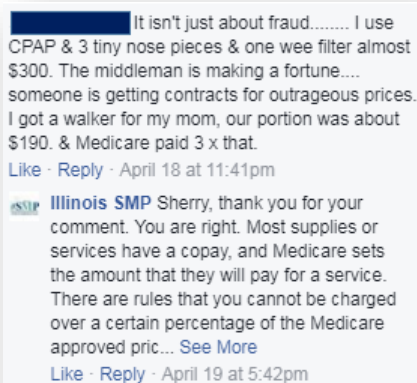
October 16 - Facebook Ads

To reach beneficiaries statewide that we haven't traditionally reached, we created an SMP ad. We went from 20 followers to more than 90.



October 18 - Comments

Our ad gave us a chance to interact with consumers and point to resources and our toll-free number. You do not need to reply to every comment but do not shy away from interacting with people who are asking you direct questions or are willing to engage.



October 24 - SMP Education Materials

Our Facebook page lets us share new SMP educational materials, especially if they're visual, like our new tip sheet on new Medicare cards.

New Medicare Cards: What YOU need to know!

New Medicare cards will be mailed to every person on Medicare

- New Medicare cards will have new numbers to protect your identity (it will no longer be a Social Security number)
- Your Medicare benefits will stay the same

New Medicare cards will be mailed between April 2018 and April 2019

- Make sure your address is current with Social Security
- You may receive your card at a different time than family, friends, or neighbors

Beware of Scammers

- Medicare cards are FREE
- Medicare will NEVER call to ask for personal information
- If someone calls you and asks for money in exchange for a new Medicare card, this is a SCAM!

For more information or to report suspicious callers, contact Illinois SMP at AgeOptions (800)699-9043

You can help fight Medicare fraud in 2 simple steps:

- Never give your Medicare number to get a free offer or gift.
- Always check your Medicare statement for errors, like equipment or services you never got.

Protect your Medicare by protecting your Medicare number.

<https://www.medicare.gov/forms-help-and-resources/report-fraud-and-abuse/fraud-and-abuse.html>



Illinois SMP

Published by Carol Mattar [?] · July 17 ·

Have you read the latest Illinois SMP Fraud Alert? The Fraud Alerts share important tips and information regarding keeping your Medicare number and benefits safe from fraud, waste and abuse. Read up on the latest fraud alert here!

SMP Fraud Alert - July 7, 2017

MYEMAIL.CONSTANTCONTACT.COM

120 people reached

Boost Post

Like Comment Share

Tamara Foote and Rob Mapes

1 Share

Write a comment...



Illinois SMP shared AgeOptions's photo.

Published by Carol Mattar [?] · July 31 ·

Sunday marked the 52nd birthday of Medicare and Medicaid. Naturally, this called for cake!

Remember, protect YOUR Medicare benefits from potential scams and fraud. Learn more by visiting the Illinois SMP page at: www.illinoismp.org



AgeOptions

Published by Carol Mattar [?] · July 30 ·

Happy 52nd Birthday to Medicare and Medicaid from AgeOptions! Thanks for providing health care to millions of Americans.

October 26 - Fraud Alert

Other SMP educational materials we share on Facebook are our biweekly Fraud Alert emails.

AGEOPTIONS.

FRAUD ALERT

Friday, July 7, 2017



In This Issue

[Creating a "my Social Security" Account](#)

Fraud in the News

The following are current news articles about health care and fraud issues.

Health Care Fraud:

1. ["Eye on Oversight: Challenges in Indian Health Service Hospitals"](#) (HHS OIG)

Consumer Fraud:

2. ["Month of the Military Consumer"](#) (FTC)

3. ["New Grandparent Scam"](#) (ITRC)

4. ["Scammers Don't Really Give Refunds"](#) (FTC)

Dear SMP Readers,

In this week's Fraud Alert, a question to ask about DME calls and a PSA about the Medicare card scam.

Do You Medically Need That?

Are you or somebody in your home suffering from back or knee pain? Most people have some type of pain, and when a scammer calls you, they expect that you will answer "yes." Then they will tell you about the "wonderful Medicare benefit to which you are entitled-free back and knee braces."

Of course, that is not the way Medicare benefits work, especially when it comes to durable medical equipment (DME) such as back and knee braces. That is when you must ask yourself, "Do I really need this equipment for my health? And if I do, why would I talk about my health care needs with a complete stranger over the phone?"

After receiving several complaints from consumers regarding this type of call over the past few months, the Illinois SMP suggests that you always talk to your doctor first when you are in need of any type of health care services or equipment, including braces.

Medicare will cover the cost of DME when:

1. It is medically necessary
2. You have a prescription from your doctor
3. The DME is measured and fitted to you
4. The equipment comes from a Medicare approved supplier

Read more in our [SMP DME tip sheet](#)

October 29 - Engagement

Our "engaging" posts promote our volunteers or partners, tell behind-the-scenes stories, or are just for fun. It's a chance to be creative. At AgeOptions, we threw a birthday party for Medicare and Medicaid. We tied that to the SMP message. Cake + SMP? Makes sense!

October 30—Awareness Calendar

The SMP Resource Center shares a calendar of awareness weeks and months. Check that calendar for things like National Volunteer Appreciation Week. At AgeOptions, another program was promoting Hunger Action Month (September), and we tied that to health care fraudsters targeting beneficiaries at food pantries.



Illinois SMP

Published by Carol Mattar [?] · September 6 at 4:27pm ·

September is #HungerActionMonth, and food pantries are an important resource for members of our communities that are facing food insecurity. They are especially important to the older adults we serve. Unfortunately, scammers may target Medicare or Medicaid beneficiaries while at their local food pantry. If you hear of this happening in Illinois, please contact the Illinois SMP at AgeOptions (800)699-9043!



Scammers targeting Medicare beneficiaries at food pantries

The FBI says it's common for scammers to seek out Medicare beneficiaries at food pantries - and Chicago is a hotbed of that activity.

WBEZ.ORG