



ELDER JUSTICE

LUNCH & LEARN

AWARENESS, PREVENTION & INNOVATION IN THE AGE OF COVID-19



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LUNCH & LEARN



Nicole Howell (Facilitator)

Executive Director

Ombudsman Services of Contra Costa, Solano, and Alameda

Welcome & Introductions



YOUR TOOLBOX...



Type in your question or comment



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ASL available via Zoom video feed





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Mark your calendars for the **third Thursday of every month** from June 18, 2020, to May 20, 2021. Each session is scheduled from **12 to 1 PM** PST.



Sponsor



**KAISER
PERMANENTE®**

Planning Partners



CCoA
California Commission on Aging
Healthy and Purposeful Longevity
For All Californians



CLTCOA
California Long-Term Care
Ombudsman Association



CALIFORNIA STATE ASSOCIATION OF
PA|PG|PC





Micki Nozaki

Director, Fraud Prevention and Education Program
California Health Advocates

Elder Health Care Abuse: Fraud and Scam Prevention



JOHNS HOPKINS STUDY PROVES PATIENT HARM

- Patients receiving treatment from fraud and abuse perpetrators
 - up to 22% higher mortality
 - up to 30% higher rushed to ER
 - 6700 premature deaths
- Fraud and abuse perpetrators disproportionately treat
 - minority, disabled and low-income Medicare beneficiaries

2019; JAMA Intern Med 2020October





- Unnecessary chemo drugs
- Untold pain and suffering
- 2 known deaths

- Massive overbilling for Lucentis
- Torturous laser procedures
- Falsified records



OXYCODONE ONLY IF YOU PLAY ALONG

- Pain clinics Michigan and Ohio
- Patients with real pain, drug dealers, addicts
 - Homeless shelters and soup kitchens
- Forced to accept back injections in exchange for drugs
- Many developed adverse conditions



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END-OF-LIFE CARE RIFE WITH FRAUD

Nowhere are hospices as ubiquitous as in L.A., where illegal practices exploit unwitting patients

BY KIM CHRISTENSEN
AND BEN POSTON

Fake COVID tests seized at airport

Bust in San Diego among latest actions by officials nationwide at ports of entry.

BY KRISTINA DAVIS

The shipment that arrived at San Diego Inter-

port seizures reported in Rochester, N.Y., Chicago, Indianapolis and elsewhere. At the Los Angeles Port of Entry in March, a parcel at the international airport's mail facility was labeled "Purified Water Vials," according to Customs and Border Protection. After further inspection, officers found vials filled with a white liquid and

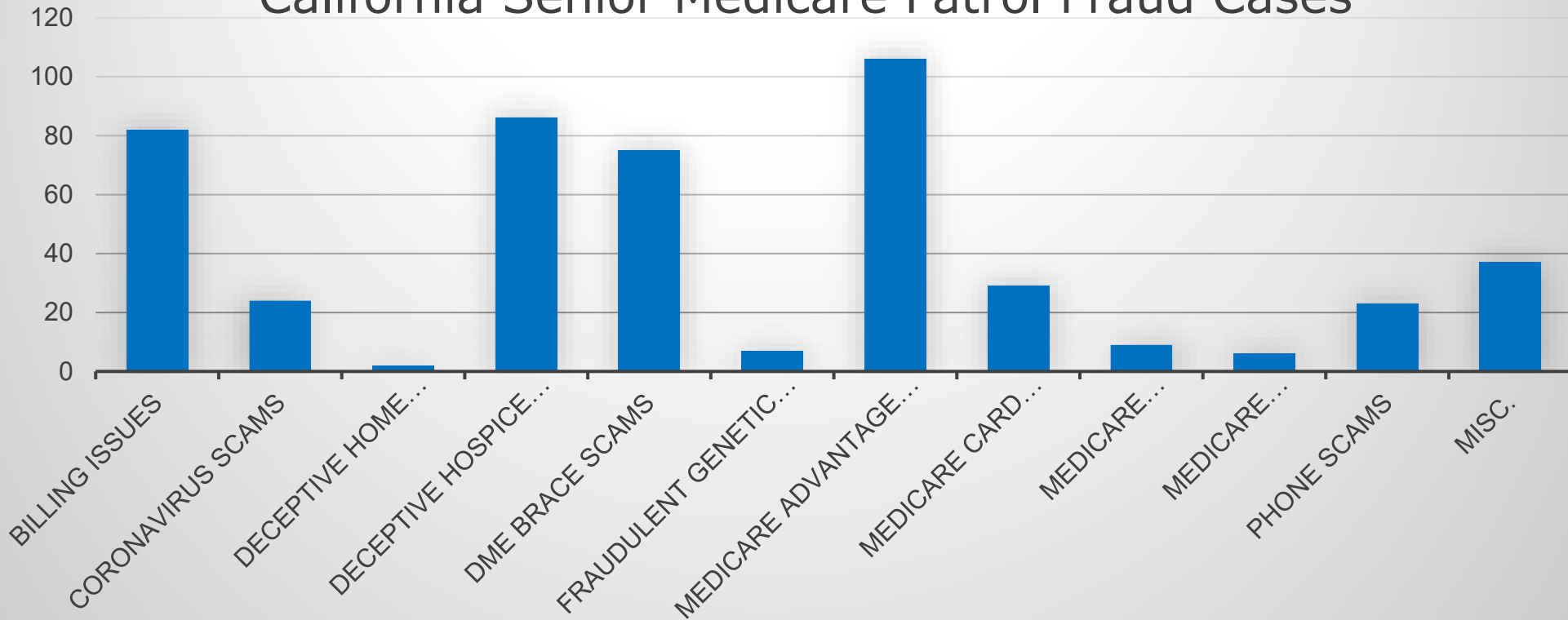
financial gain, leaving the consumer at risk. These products may result in serious consequences to the consumer, whether that end user is in the United States or another country," CBP El Paso Director of Field Operations Hector Mancha said at the time. The FDA issued a warning about scams surrounding the pandemic in general,

country, according to the Federal Trade Commission, and the repercussions can be more than just health-related. At one such operation in a drive-up site in Louisville, Ky., residents paid scammers more than \$200 per test, according to local news reports. "The fake sites can look real, with legitimate-looking signs, tents, hazmat suits and realistic-looking tests.

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California Senior Medicare Patrol Fraud Cases



HOSPICE ENROLLMENT FRAUD

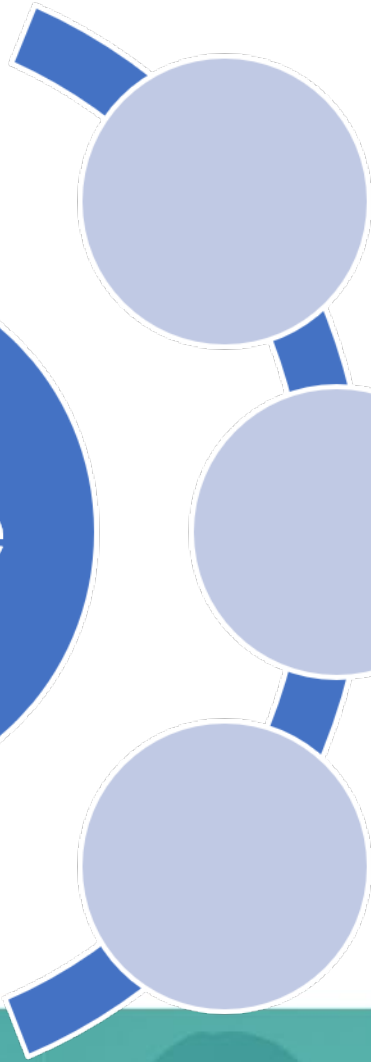
- “Keep Them Alive as long as Possible”
- CEO: “Help me make my revenue quota”
- Alzheimers, dementia, limited mental capacity patients
- 6 months to live; sent chaplains to give last rites
- Kept others on hospice for multiple years



SOCAL HOTBED FOR HOSPICE FRAUD

- Majority for-profit
- Make false promises
- Victims denied healthcare
- 84 y/old Elias: pharmacy declined his medications
- 76 y/old Michael: Forced to pay \$1328 out of pocket for leg brace
- 70 y/old Margarito: denied heart surgery





Educate

Detect

Report

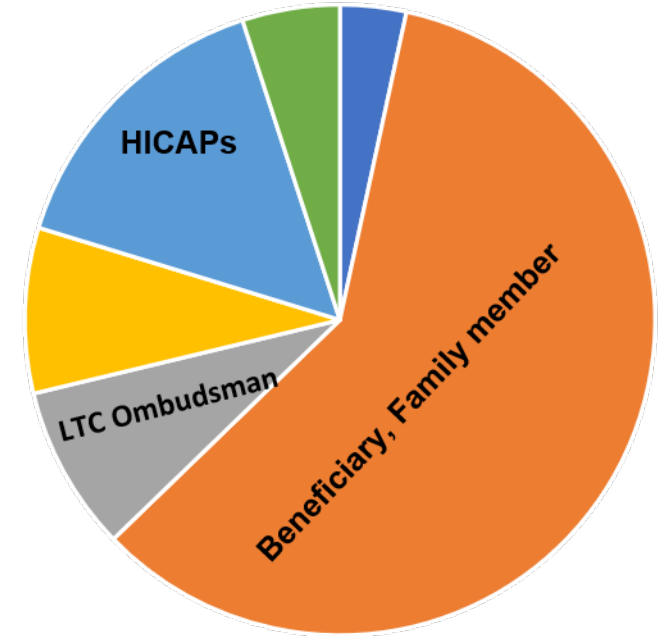


Medicare



EXPECTED MEDICARE RECOVERIES

- 16 cases investigated
- \$8,752,085.90 in overpayments
 - c. \$2,000,000 recoveries from:
 - Health Insurance Counseling & Advocacy Programs
 - Long Term Care Ombudsman
 - Los Angeles, Inland Empire



SCAMS SPIKE 400% DURING COVID-19

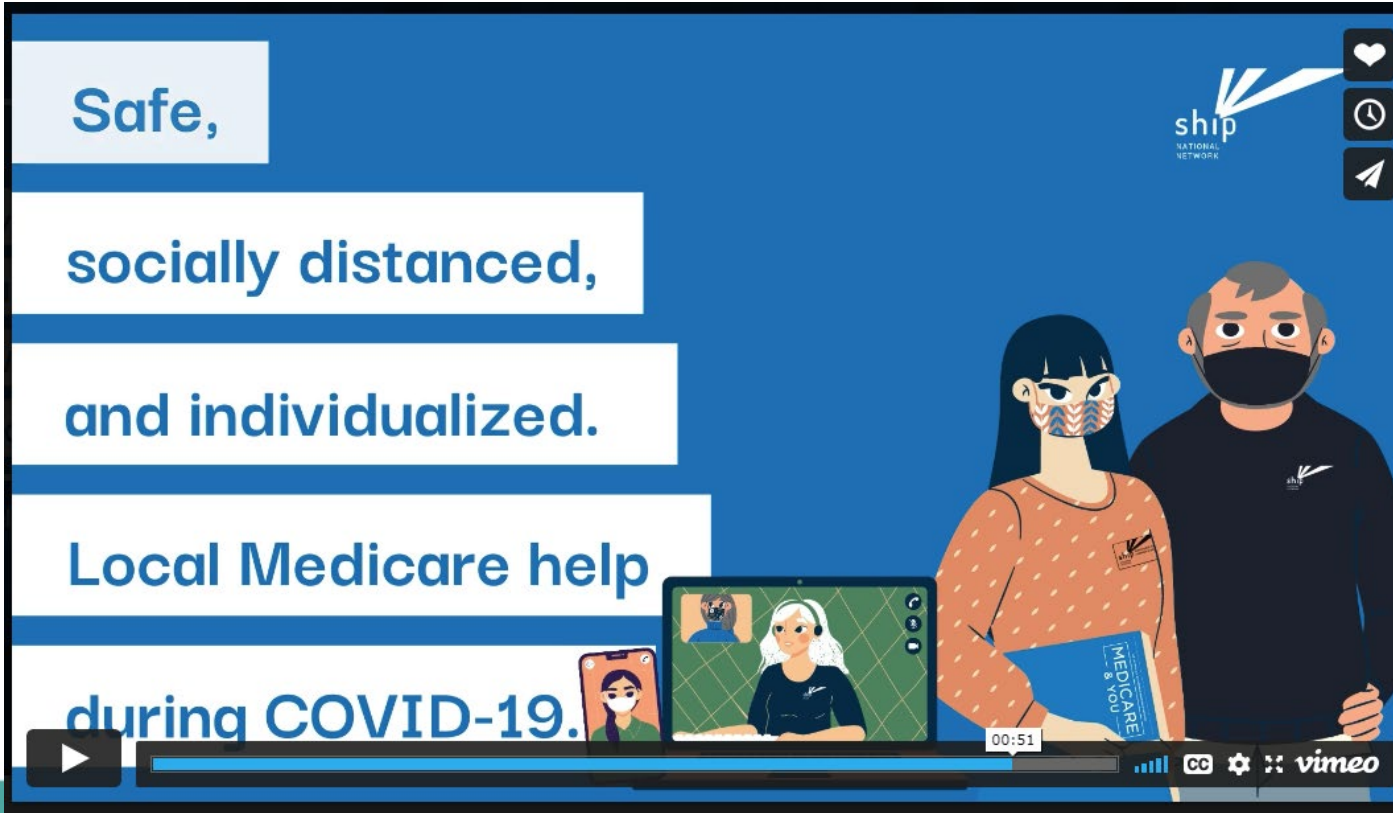
- 96,000 malicious websites
 - Modernatx
 - Regeneronmedicals.com
 - Remdesivir
- Phony Moderna website allegedly sells COVID-19 vaccines
- Counterfeit COVID-19 vaccine
 - Dark web: \$4000 for empty vaccine vials



LIFE ONLINE – WHO TO TRUST?

- Robo-callers and Telemarketers
- 96,000 Phony websites
- Phony surveys or legitimate?
 - Medicare Beneficiary Satisfaction Survey
 - US Census Bureau survey
- TV ads: Health Plan Marketing Violations





SHIP (State Health Insurance Programs)
HICAP (Health Insurance Counseling and
Advocacy Program)

- Local, free, unbiased
- Medicare, Medicare Advantage, Medigap, Long Term Care Insurance
- Counseling and enrollment help
 - 800-434-0222
- SHIPs outside California
 - [Shiptacenter.org](https://shiptacenter.org)

SENIOR MEDICARE PATROL

- National program
- Education, outreach
- Complaint hotline
- Billing assistance
- Webinars, fraud alerts

California 855-613-7080
National 877-808-2468



The mission of the SMP program is to empower and assist Medicare beneficiaries, their families, and caregivers to prevent, detect, and report health care fraud, errors, and abuse through outreach, counseling, and education.

Located in all 50 states plus:

- District of Columbia
- Guam →
- Puerto Rico
- U.S. Virgin Islands

To Find your state SMP:

- 📞 Toll Free: 877-808-2468
- 🌐 Visit: www.smpresource.org



A CALL TO ACTION

- Educate yourself about fraud trends
- Institutionalize awareness
- Report suspected fraud
- Partner with Senior Medicare Patrol

Woman is saved from a scam

A Northern California cabdriver prevents a 92-year-old from withdrawing \$25,000.

By ALEX WIGGLESWORTH



Contact Me!



Micki Nozaki

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California Senior Medicare Patrol
California Health Advocates

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Q&A DISCUSSION



Type in your question or comment



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The logo features a stylized sunburst or fan shape composed of several vertical bars of varying heights and colors, including orange, yellow, grey, and teal.

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Thank you!

