

## **Read Your Statements from Medicare and Empire Carefully**

### **Have you simply been filing them without looking?**

I have experienced Medicare claim fraud twice recently and Alan once. I became aware of the fraud issues when I received my Empire "Statement of Benefits" notice. Empire noted that Medicare had reimbursed a provider for service. Empire requested that I provide information on the identity of the claimant in order to take care of the co-insurance. Even after Googling, I had no idea of the identity of the provider.

### **Tracking it Down**

Start with Empire because they are efficient and caring when handling issues.

#### **The Procedure:**

1-After informing Empire, I was told to notify Medicare. Unlike times when the wait is very long to speak to a Medicare representative, if you indicate "fraud," you are immediately connected to the fraud department.

2. I recounted the details. Medicare had already paid the claim (remember, I found from the Empire request). I was told that they would try to claw back the refund.

#### **It Happened Again**

The same provider tried again with a new claim, to which I was again alerted by Empire with a request for information on the claimant. I called Empire and then Medicare. (See #2 above.) this time Medicare suggested I get a new card. The advice: if he did it twice he'd do it again.

#### **A New Victim**

My husband's Medicare was billed for 300 catheters a month for four consecutive months. Alerted by Empire again. I tried a new approach this time: First I again Googled the vendor. Bingo. A detailed report from the Better Business Bureau in the vendor's area showed repeated fraudulent claims. Empire outright denied the third and fourth claim, and I hope didn't pay the first two. I hope Medicare is successful in clawing back.

**BE ALERT!**