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Aloha CMA and CCFFH Operators,

The information contained in this official newsletter has been reviewed and approved by DOH/OHCA. It is being distributed to all CMAs and CCFFHs.

Newsletter #120

January 24, 2024

Beware! Charity Scams on the Rise
Volunteer Spotlight: Making a 2024 Difference
Events Calendar: SMP Activities Near You

Speak another language or dialect? SMP Hawaii Needs You!
If you speak or write Cantonese, Ilocano, Japanese, Korean, Vietnamese or other languages, please contact SMP. We need your help to translate and help distribute information to those with limited English. People with limited English can better learn about healthcare fraud prevention and scams with your language skills. Help make an immediate and lasting difference in our richly diverse community.

It Takes an Entire State to Protect Our Kūpuna - Join the Fight Today!

Senior Medicare Patrol (SMP), Hawaii State Department of Health, Executive Office on Aging



Kukui Nut (candlenut) is highly revered as Hawaii's State Tree. The Kukui Nut oil used in lamps, brings light to darkness. Kukui represents wisdom, protection and peace.

Working Together to Protect Kūpuna

Kukui Gram provides information to help older adults to avoid being scammed and to report any suspicious activity. It takes a village to raise a child, but it takes an entire state to protect our beloved kūpuna, so join the fight! **Please send us your stories by 4:30pm on 3/01/2024** for the next April 2024 issue. Mahalo!

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This project was supported, in part by grant number 90MPPG0104, from the U.S. Administration for Community Living (ACL), Department of Health and Human Services, Washington, D.C. 20201. Grantees undertaking projects under government sponsorship are encouraged to express freely their findings and conclusions. Points of view or opinions do not, therefore, necessarily represent official ACL policy.

Kukui Gram

ABC's of SMP Hawaii: Who We Are, What We Do and Why

"To empower and assist Medicare beneficiaries, families and caregivers to prevent, detect and report healthcare fraud, errors and abuse through outreach, counseling and education."

Protect Your Personal Information

- Keep Medicare/Medicaid and Social Security numbers safe.
- The Social Security Administration or Medicare will not call, text, email or contact you, except if you recently created an account online and they need to verify your information.
- Read your Medicare Summary Notice and health plan's Explanation of Benefits, then shred after you are sure the services and costs are accurate.

Detect Errors, Fraud and Abuse

- Check your statements for errors.
- Compare statement with information in your *Personal Healthcare Tracker*.

Report Mistakes or Questions

- If you find errors, call your provider or health plan first.
- If you're not satisfied with their response, or suspect fraud or abuse, report to SMP Hawaii immediately.

To see what Medicare was billed under your Medicare number, visit www.mymedicare.gov to create a personal account. Check often, and if you see charges for services that you did not receive, call SMP Hawaii.

SMP Hawaii is a federal, volunteer-based program, protecting Hawaii's kūpuna since 1997 with tips and latest updates on healthcare fraud and other scams targeting older adults. Join the team today. See page 2 for more information on volunteering with us.

Kukui Gram expands this April to provide more news, resources and tips with larger font!

Partner Corner: Beware! Tis the Season for Charity Scams and Schemes

Have you donated to a charity? Did you check if the charity was legitimate? Be careful of con artists who pretend to represent a worthy cause.

Many organizations seeking donations will contact us by phone, mail or email. If we aren't careful, we may get taken by a group that sounds like a legitimate organization but is not. The scammers will call and thank you for a "pledge," then pressure you to pay quickly without

providing any details about their charity.

What will you do or say? Best to say, "no thanks" and hang up. Don't engage. Remember, never send cash, wire money or load pre-paid debit cards or gift cards. Resources to check out:

- Attorney General: Online Charity Registry
- DCCA: Business Registration Search
- IRS: Tax Exempt Organization Search
- Charity Navigator
- Give.org

Fraudsters want our personal identity. Start the new year right! Call SMP Hawaii!



Volunteer Spotlight: Making a Real Difference in 2024!

SMP Hawaii is a volunteer-based program where every person has essential talents to give and can provide valuable services and support to those in need. Volunteers conduct group presentations, share information at public events, or provide free, prompt and confidential counseling. Some may prefer to volunteer behind the scenes and make a difference in a less noticeable way.

The volunteer roles below will help to make 2024 truly memorable.

"We invite anyone with a caring heart, willing spirit and who wants to be part of growing team, to contact us," said Jeffrey Woodland, SMP Hawaii Volunteer Coordinator. "We train, support and mentor

you so we can be our best to assist our community to prevent, detect and report healthcare fraud, errors, and abuse."

Whether you're a counselor, presenter or exhibitor, or serve behind-the-scenes, your contributions will make immediate and lasting impact for those most vulnerable and help us to advance the SMP mission for years to come.

From a volunteer: "We volunteer for a worthy cause, to explore new tech skills, learn about Medicare in a fun, informal way and help protect our families, friend and ourselves from fraud!"



SWAT THOSE SCAMS!

Scammers target Kūpuna. They infest your phone calls, emails and anytime you're on the internet. When you get that creepy feeling that something's not right, contact SMP Hawaii.

SMP Hawaii needs volunteers.

Join the Fight. Stay active, stay informed and stay safe.

Do your part to "Swat those Scams!"

Computer Basics for Kūpuna 1 available in other languages

"Computer Basics for Kūpuna," (CB1) is an innovative instructional booklet designed to increase your computer skills, increase access to online services and supports, and helpful tips to be tech safe. This brochure is available in Simplified Chinese, Japanese, Korean and Vietnamese, and soon, Tagalog and Ilocano. Contact SMP Hawaii to get a free soft or hard copy of CB1 in your desired language.

Computer Basics for Kūpuna



Happy Valentine's Day!

Kukui Gram Contributors

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For story ideas

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Next Issue: April 2024

Administrative Support: Copying, filing, data entry and placing outbound phone calls and emails to support coordination of SMP activities yearlong.

Information Distributor: Transporting and disseminating informational materials to sites and events; to raise awareness of services and volunteering opportunities.

Exhibitor: Staffing kiosks, exhibits or health fairs in the community, providing general information about SMP to the attendees and answering basic questions.

Presenter: Giving presentations on SMP topics to groups of 5+; interacting with the audience; performing fun, scripted skits and activities to reinforce learning.

Counselor: Communicating with Medicare beneficiaries by phone, email or in-person about their individual situation; may require reviewing personal information, such as health conditions, bank account info, phone logs and other personal data and files that will be kept safe during the referral and/or investigation process.

Complex Interactions Specialist: Assisting with difficult or urgent cases of fraud or identity theft where time is of the essence. May act on behalf of the beneficiary to research the facts, refer to the proper authorities and follow up to ensure progress.

CALENDAR OF EVENTS

Feb 12 Mon. Volunteer Team Meeting
Feb 13 Tue. Hau'ula Community Center Presentation
Feb 16 Fri. GENERATIONS 4th Annual Windward Mall Fair
Feb 22 Thu. Kūpuna Alert Partners Presentation – Maka'e'o Events Pavilion & Waimea Community Center
Comprehensive Service Center (CSC) for People Who Are Deaf, Hard of Hearing, Deaf-Blind
Feb 23 Fri. Crestview Senior Club Presentation – Crestview Recreation Center
Mar 2 Sat. Papakōlea 'Ohana Health Fair
Mar 9 Sat. Celebrate Safe Communities Day Event: Pearlridge Center
Mar 11 Mon. Volunteer Team Meeting
Mar 14 Thu. Hawaii Electricians' Retiree Association Presentation

2024 SMP Hawaii Volunteer Team Meetings, 2nd Mondays

via Zoom 10:00 am - 12:00 pm
808-586-7281 Toll free: 1-800-296-9422 Email: info@smphawaii.org
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