

Successful volunteers are:

- Curious
- Patient
- Outgoing
- Persistent
- Connected
- Willing to learn

We believe that you have these qualities.

Our office is located at the North Dakota Center for Persons with Disabilities on the campus of Minot State University. You can contact us at:

Senior Medicare Patrol
ND Center for Persons with Disabilities
500 University Avenue W.
Minot, ND 58707
Toll Free 1-800-233-1737
Phone 701-858-3580
Fax: 701-858-3483
<http://www.ndcpd.org/smp>

When you call, ask for: Linda Madsen, Project Director or Heather Lee, Training and Volunteer Coordinator. Our goal is to:

1. Reach seniors with disabilities who may be especially vulnerable
2. Provide them with the training and support they need to
3. Resist and report Medicare fraud so that
4. Valuable resources are not wasted but used to improve health care.

To be successful as a volunteer in the SMP, you will need to know a little bit about Medicare, fraud and seniors with disabilities.

- Medicare is health insurance for people older than 65 and people with disabilities. Many people have no other form of health insurance. They rely on Medicare as their safety net in case of accident, injury or illness.
- Fraud happens when people try to cheat the Medicare system or the people who depend on that system. Fraud can include billing the government for services that were not provided or charging too much for services. Fraud also happens when an unauthorized person tries to access a senior's Medicare or Social Security number by pretending to be someone who works for Medicare.

- Fraud is costly. It can cheat people out of their life savings and add unnecessary expense to the system. Dollars lost to fraud cannot be used to improve health care.
- Fraud is big business. Fraud costs the Medicare program about 10% or, \$1 for every \$10 paid to a health care provider. Ten percent of the 200 billion dollars spent each year on Medicare is a lot of money. Whether fraud is accidental or deliberate it affects the people we love and robs them of important resources.
- Seniors, especially seniors with disabilities, are particularly vulnerable when it comes to fraud. Many seniors are respectful of authority figures. They can easily be taken in by anyone who assumes control. Other seniors are easily confused and may not notice or know what to do about duplicate bills. Finally, most seniors are easily discouraged when attempts to report fraud are discounted or ignored.

You can help make a difference!