

What to do if you suspect errors or fraud

1. Rule out an error:

- Recommend the client review any documents he/she has such as Medicare Summary Notice (MSN), Explanation of Benefits (EOB), bills from providers, etc. It's appropriate for you to assist if the client needs help.
- Explain to the client they may need to contact their provider/supplier to review, get details and facts or ask questions about their concerns. It's appropriate for you to assist if the client needs help.

2. Issue is not related to an error, or you and the client have not been successful in resolving it:

- If the problem is with billing, coverage or appeals that can't be resolved after taking the steps above, submit a complaint to the SHIBA Complaints Specialist using the Volunteer Complaint Process.
- If the problem is suspected fraud or abuse, AND you have documentation such as MSNs, EOB, bills, submit a complaint to the SHIBA Complaints Specialist using the Volunteer Complaint Process.
- If the problem is suspected fraud or abuse, AND you don't have documentation, you or the client can call 1-800-MEDICARE to report it.