## Tips to prevent fraud

### Do's

- Protect your Medicare Number and your Social Security Number.
- Use a calendar to record all of your doctor's appointments and any tests you get.
- Learn more about Medicare and recent scams.
- Review your Explanation of Benefit upon receipt

### Don'ts

- Give your Medicare card, Member Number, Medicare Number, Social Security card, or Social Security Number to anyone except your doctor or people you know should have it.
- Accept offers of money or gifts for free medical care.
- Allow anyone, except your doctor or other Medicare providers, to review your medical records or recommend services.
- Contact your doctor to request a service that you don't need.

## How to spot Medicare fraud

Review your Explanation of Benefit for errors and report anything suspicious to Leon Health, Inc. (HMO)(HMO-SNP).

- Compare the dates and services on your calendar with the statements you get from Medicare to make sure you got each service listed and that all the details are correct.
    - Check your claims early—the sooner you see and report errors, the sooner you can help stop fraud.
- Check the receipts and statements you get from providers for mistakes.

If you think a charge is incorrect and you know the provider, you may want to call their office to ask about it. The person you speak to may help you better understand the services or supplies you got, or they may realize a billing error was made. If you've

contacted the provider and you suspect that Medicare is being charged for health care you didn't get, or you don't know the provider on the claim, find out how to report fraud.

## How to report Medicare fraud

You can report suspected Medicare Fraud by:

- Calling us at Toll-Free Number: 1-844-969-5366 (TTY: 711) Hours of Operation Monday – Sunday 8 a.m. – 8 p.m. October to March Monday – Friday 8 a.m. – 8 p.m. April to September
- Or you can report suspected instances of FWA by calling our Compliance Hotline at Toll-Free Telephone 1-844-222-1593 for English speaking USA and Canada, or 1-800-216-1288 for Spanish speaking USA and Canada, 01-800-681-5340 for Spanish speaking Mexico, or 855-725-002 for French speaking Canada.
- You can file a report on our compliance hotline website www.lighthouse-services.com/leonhealth or Email a report to reports@lighthouse-services.com or Fax a report to 215-689-3886 (must include the company name on the email and fax).

Have this information before you report fraud:

- Your name and Member Number

- The provider's name and any identifying information you may have.

- The service or item you're questioning and when it was supposedly given or delivered.

- The payment amount approved and paid by Plan

- The date on your Explanation of Benefit or claim.