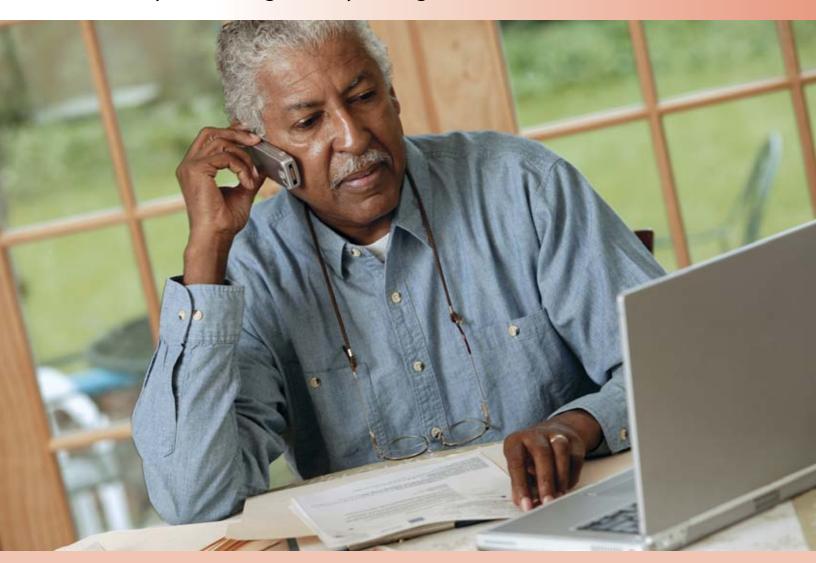# Help Prevent Fraud

Check your Medicare claims early by visiting MyMedicare.gov or by calling 1-800-MEDICARE!

Medicare is working harder than ever to find and prevent fraud and abuse. We're working more closely with health care providers and strengthening the way we review Medicare claims for possible billing fraud.

You can join Medicare in the fight against fraud. Here are some simple ways that you can help protect yourself and Medicare from fraud.

When you get health care services, record the dates on a calendar and save the receipts and statements you get from providers to check for mistakes. Compare this information with the claims that are processed by Medicare to make sure you or Medicare weren't billed for services or items you didn't get.

Did you know you can check your Original Medicare claims as soon as they've been processed? The sooner you see and report errors, the sooner we can stop fraud. You can check your claims early by doing either of these:

- Visiting MyMedicare.gov.
- Calling 1-800-MEDICARE (1-800-633-4227) and using the automated phone system. TTY users can call 1-877-486-2048 and ask a customer service representative for this information.

If your health care provider files the claim electronically, it takes about 3 days to show up in Medicare's system. If your health care provider files the claim on paper, it takes about 5–7 days to show up in Medicare's system after Medicare gets the claim. Keep in mind that in some cases, providers may take up to a year to submit a claim to Medicare.

Important: If you're in a Medicare health or drug plan, you won't be able to view claims for these plans on MyMedicare.gov. Call your plan for more information about a claim.

MyMedicare.gov

MyMedicare.gov is a free, secure online service that's available to help people with Medicare access their personal Medicare-related information 24 hours a day, every day.

Medicare will automatically mail instructions and a password to people who are new to Medicare. People who aren't new to Medicare should visit MyMedicare.gov, and select "Create an account."

Once you log into MyMedicare.gov, you can search for Original Medicare claims by following these steps:

1. Click on the "Claims" tab. From there, you can view information about claims that have been processed in the past 15 months.

2. Select the type of claim and then the appropriate date range from the list.

3. Click the "Submit" button to begin the search.

4. After you search, select any of the blue claim numbers to see additional details.

1-800-MEDICARE Automated Phone System

The automated phone system is a way for you to get information about any of your Original Medicare claims that have been processed in the past 12 months without having to speak to a customer service representative. It's as simple as calling 1-800-MEDICARE (1-800-633-4227) and entering a few key pieces of information.

1. Enter your Medicare number by clearly speaking the numbers and letters or by using the phone keypad.

2. At the main menu, say "Claims" or "Billing."

3. Respond "Yes" to the question, "Would you like information on claims that Medicare has processed?"

4. Confirm your identity by providing your last name, date of birth, last 4 digits of your Social Security Number, or the effective date of your Medicare coverage.

5. Say the year that you want to check.

6. Say the month that you want to check.

7. If there are claims found in that time period, you'll hear a listing of the 5 most recent claims.

8. If there are no claims found in that time period, you can say "New Search" and enter a new month and year. **Note:** You can only do 3 searches per phone call. If you need to do more than 3 searches, you can hang up and call again, or stay on the line and speak to a customer service representative.

If you find a charge that you think is incorrect

If you think a charge on MyMedicare.gov or on the 1-800-MEDICARE automated phone system is incorrect and you know the provider, you may first want to call his or her office to ask about it. The person you speak to may give you information that helps you better understand the services or supplies you got. Or, they may realize a billing error was made that needs to be corrected. Correcting a billing error helps both you and Medicare.

If you've contacted the provider and you suspect that Medicare is being charged for a service or supply that you didn't get, or you don't know the provider on the claim, you can do any of these:

- Call 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048.

- Call the fraud hotline of the Department of Health and Human Services Office of the Inspector General at 1-800-HHS-TIPS (1-800-447-8477). TTY users should call 1-800-377-4950.

- Visit forms.oig.hhs.gov/hotlineoperations to file a report online.

For more information on protecting yourself from Medicare fraud and tips for spotting and reporting fraud, visit **Medicare.gov.**