

Prevent, detect, and report DME fraud, errors or abuse

Some examples of DME fraud and abuse might include:

- A supplier wants you to use their doctors (rather than your own), and these doctors then prescribe unnecessary medical equipment.
- Someone steals your Medicare number and uses it to bill Medicare for DME that is not needed or is never delivered.
- Someone calls you or visits your home to offer you “free” equipment that you do not need, and then bills Medicare for the equipment.
- For example, you might receive a phone call from a telemarketer who asks if you are experiencing any pain. If you say yes, the caller may ask for your personal information, like your Medicare number, so they can send you a knee or back brace to help with the pain. This is likely a fraudulent call, and you should not provide the caller with any personal information. If you receive a call like this, contact your Senior Medicare Patrol (SMP) for assistance reporting it.
- Beneficiaries who willingly allow their Medicare number to be used in exchange for money, gifts, or unnecessary equipment and supplies.
- A DME supplier bills Medicare for more expensive equipment than the supplies or equipment that you were provided.
- A DME supplier continues billing Medicare for rental payments for your DME after it has been returned.

Remember that Medicare should not cover DME unless your doctor has certified that you need it. Be aware of aggressive marketing that tries to offer you free equipment or persuade you to change DME suppliers. Be skeptical of offers that seem too good to be true, and do not give any personal information to someone who calls offering DME that you did not ask for.



If you see any suspicious charges on your MSNs or EOBs, call your provider to see if they have made a billing error. If you still suspect a health care provider of DME fraud, contact your local CT Senior Medicare Patrol through the state-wide CHOICES number 800-994-9422.