



RSVP-Retired & Senior Volunteer Program

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Volunteer Connection

May-June 2011

Tips to Protect Yourself from Healthcare Fraud



You probably already know that Medicare covers certain kinds of durable medical equipment (DME), prosthetics, orthotics, and supplies when they are medically necessary. This means that a doctor needs to prescribe the equipment before it will be covered by Medicare. Once your doctor has approved the DME, prosthetics, orthotics, or supplies, you can find a Medicare approved DME supplier by calling 1-800-MEDICARE or visiting Medicare's website, www.medicare.gov. The DME supplier should set up a fitting appointment with you before providing you any equipment, to ensure that the equipment will fit and work properly for you and in your home.

Most Durable Medical Equipment companies are reliable and honest, but anyone can make an honest mistake! Here are a few tips to help you avoid Medicare fraud, abuse and waste:

DO NOT accept equipment or supplies from someone who calls on the phone or visits you unexpectedly, even if they say your doctor sent them! **DO NOT** accept "free" equipment at a presentation or event, or equipment that was not prescribed by your doctor. **DO NOT** sign contracts or other forms without reading them, and never

sign blank forms. **DO NOT** give your Medicare number to someone you do not know, especially someone who calls on the phone, comes to the door, or offers "free" services in exchange for your Medicare number. "Free" services do not require your Medicare number!

DO contact your doctor if you think you may need durable medical equipment, prosthetics, orthotics, or supplies. Your doctor should order any supplies that you need. **DO** read your Medicare Summary Notice (MSN) or Explanation of Benefits (EOB) from your insurance company.

Watch for claims of services or supplies that you did not get, services or supplies that were not ordered by your doctor, or other billing errors.

The Illinois SMP (Senior Medicare Patrol) Program educates consumers about health care fraud, waste, and abuse. If you have questions about a claim on your Medicare Summary Notice or Explanation of Benefits, first contact your provider. If this doesn't work or you suspect fraud, call Family Service RSVP at (217)359-6500 or call the Illinois SMP program at (800)699-9043.

If you would like a presentation for your church or social group about the Senior Medicare Patrol Program and how everyone can work together to prevent healthcare fraud OR if you would like to be trained as an SMP Volunteer, please contact Family Service RSVP at (217)359-6500 (ask for Karen or Marsha) or email us at rsvpchampaign@gmail.com.

HELP SAVE RSVP!!

If you value RSVP and other senior-related programs, PLEASE contact your local legislators immediately! One proposal at the federal level would completely abolish RSVP and other Senior Corps Programs, essentially "firing" more than 450,000 senior volunteers. State funding is sure to be cut, but we don't know yet how much. Please call your lawmakers to urge them to reject cuts in senior programs and volunteer opportunities for older Americans.

U.S. Senator Richard Durbin, 217/494-4062
U.S. Representative Timothy V. Johnson, 217/403-4690
Senator Michael W. Frerichs, 217/355-5252
Senator Dale A. Righter, 217/235-6033
Senator Shane Cultra, 815/268-4090
Representative Naomi Jakobsson, 217/373-5000
Representative Chapin Rose, 217/558-1006
Representative Jason Barickman, 815/844-4642
Representative Chad Hayes, 217/447-0104

Responding with Service, Volunteering with Pride

ITEMS OF INTEREST

From the Director's Desk

Spring - finally! Please be sure to stop by and visit our table at Lincoln Square Mall in Urbana on Wednesday, May 25th for Senior Health & Fitness Day, sponsored by Health Alliance Medicare. National Senior Health & Fitness Day is the country's largest health-promotion event for seniors. You all know that volunteering is good for your health, right? Studies show that volunteering can not only improve your self esteem, it helps to reduce social isolation, lower blood pressure, and enhance your immune system, too. We're looking forward to seeing you sometime between 9am to noon on Wednesday, May 25th at Senior Health & Fitness Day. RSVP will be there – will you?

One way you can protect yourself from healthcare fraud is by keeping track of your health care expenses and comparing them to your Medicare Summary Notice (MSN) and Part D and other insurance Explanation of Benefits (EOB) to ensure accuracy. We have free Personal Health Care Journals available for you to pick up at our office in Stevick Senior Center, 48 E. Main in downtown Champaign, during center hours—Monday through Friday, 8am-4pm. FREE – you can't get better than that!

Thank you, RSVP members, for all you do!

Karen Bodnar

*Celebrating a Century of Care
1911-2011*

 **Family Service**
Enriching lives across the generations

*RSVP volunteers are part of the Family Service team,
and together we make our communities better.*

**Family Service invites you to join our
Centennial Celebration**

1911-2011

Take a fun trip down memory lane
at our old fashioned ice cream party

**Saturday ~ July 16, 2011
1:00-3:30 pm
88 Broadway, Lincoln Square Mall**



**Entertainment,
Ice cream,
Activities, Prizes,
and Recognizing
our Wonderful
Community Partnerships**

COMMUNITY INVOLVEMENT OPPORTUNITIES



MEALS OF HOPE is a community-based food packaging event that will take place on Saturday, June 18 at Urbana High School. This is the second year for the event, which is co-sponsored by the Eastern Illinois Foodbank and Meals of Hope of SW Florida. Last year, Meals of Hope was able to provide

over 50,000 meals to hungry families in our area, and this year plans to make 55,000 meals; each meal, costing roughly \$.50, will feed a family of five. Lots of volunteers are needed to make this event happen; Participants will fill bags with food, weigh/seal bags, and act as runners to box finished bags and palletize them. It is estimated that each volunteer will spend 2 hours packing around 350 meals!

The Eastern Illinois Foodbank serves 220 local agencies and about 10,000 clients each year, 1 in 3 of whom are children. Studies have shown that families suffer from hunger much more during the summer months. With schools out of session, families have the added expenses of child care as well as children do not have access to reduced or free lunch programs that they would normally receive in school. Meals of Hope's mission is to alleviate some of these financial burdens during that difficult time and to ensure that no child goes hungry.

This event will take place at the Urbana High School on June 4 from 8-11 AM. If you are interested in volunteering please contact Marsha at RSVP at 359-6500.

COMMUNITY INVOLVEMENT OPPORTUNITIES (CONTINUED)

CHAMPAIGN COUNTY HUMANE SOCIETY GARAGE SALE

Volunteers are needed for the 27th annual Champaign County Humane Society Garage Sale the weekend of May 27-28. Last year they raised a record \$53,000 which could not have been possible without the aid of volunteers. Volunteers are needed to move items, set up, keep things organized, watch over tables, run registers, and answer questions, as well as clean up afterwards. New volunteers are required to attend an orientation on May 17, and anyone interested in volunteering should contact Mare Payne at 344-7840 or mlpayne@illinois.edu.

PRESERVATION AND CONSERVATION ASSOCIATION (PACA)

The Preservation and Conservation Association (PACA) researches local historic properties, conducts historic building surveys, campaigns to save significant local buildings, and lobbies for the creation of local historic preservation commissions. They currently have several needs for volunteers: To help salvage old buildings, keep shop in their warehouse, write newspaper articles, sort reference items, and to garden/landscape historic buildings. If you would like to learn more about volunteering with PACA, please contact Karen Lang Kummer at 359-7222.

ALZHEIMER'S ASSOCIATION

The Alzheimer's Association of Greater Illinois is seeking volunteers to act as Community Representatives for their organization. Volunteers will be trained to deliver basic educational programs, act as representatives at health fairs, special events, etc., and speak to community groups about the Alzheimer's Association. This opportunity is excellent for volunteers who enjoy public speaking, are seeking a leadership role, and are enthusiastic about informing the public about this disease. For more information, please contact Heather Mulder at (309) 662-8392.

CENTER FOR WOMEN IN TRANSITION

The Center for Women in Transition is seeking a volunteer receptionist for Monday afternoons from 11:30-2:00 and Thursdays 1-2:30 PM. Volunteers will answer phones, direct guests, and do some light office work. Those interested are required to go through screening and an orientation prior to the start of volunteering. Please contact Jenny Allen at 239-5344.

RECEPTIONIST FOR THE STEVICK CENTER NEEDED

RSVP/Helen Stevick Center is seeking receptionists to help work the front desk in 4-hour shifts throughout the week. A volunteer is especially needed Friday mornings from 8 AM-noon. Volunteers will answer phones, greet guests, and may be required to do some light office work. Please contact Marsha at 359-6500.

FAMILY SERVICE SENIOR TRANSPORTATION AND MEALS ON WHEELS

"Thank you so much for driving me to my doctors' appointments. You always greeted me with a smile and spoke kindly to me. . . I'm able to drive now, but your help was sent from God", quoted a senior who received assistance from Senior Transportation last year. Family Service Senior Transportation and Meals on Wheels volunteers support seniors by either transporting them to important appointments, to pick up groceries, prescriptions, etc., or by bringing them nutritious meals each day. Times and dates to volunteer are flexible. Volunteers must have access to a vehicle and a valid driver's license. Mileage reimbursement is also offered. For more information, please contact Cindy at the Family Service Resource Center at 352-5100.

DONATE YOUR OLD PLASTIC BAGS TO HELP SALVATION ARMY

Champaign County Nursing Home is now accepting donations of usable, (no rips or holes), plastic grocery and shopping bags. Nursing Home residents will inspect donated bags and flatten them for use for the Salvation Army. The Salvation Army uses such bags for bagging bread and other food supplies to be donated and usually is in need of 3,000-4,000 bags per month. Please make donations of plastic bags to Jim Hronek at the Champaign County Nursing Home. For questions, please call Jim at 384-3784.

WELCOME NEW VOLUNTEERS

Lena J. Brooks • Donna Burwell • Robert H. Freitag
Barbara J. Knox • Aulikki Kokka-Cunningham
Sharon Lumsden • Toni McBride • Kathleen Murphy
Gladys Neitling • Karen Rodgers • David H. Wiegand
Harvey Tessler • Diane Van Matre • Paula Watson



*The VC Newsletter is prepared for mailing by
Members of the RSVP General Assembly Team.*

