My Health Care Tracker

NOW ALSO AVAILABLE IN THE APP STORE!

Protect yourself from fraud by tracking your health care!

SMP
Senior Medicare Patrol

Preventing Medicare Fraud

Massachusetts SMP Program
AgeSpan
280 Merrimack Street, Suite 400
Lawrence, MA 01843
800-892-0890 ▪ www.MASMP.org

PROTECT DETECT REPORT

It’s important to keep a Health Care Tracker.

Your Health Care Tracker can help you:

- Keep a record of the health care services you receive.
- Make sure the health care services, tests, and/or medical equipment you receive are listed correctly on your Medicare Summary Notice (MSN) and/or Explanation of Benefits (EOB).
  - This may reduce the amount you owe and help prevent your medical identity from being stolen.
  - This also protects the Medicare program for generations to come.
- Protect yourself and your health care benefits from fraud, errors, and abuse.

SMP
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Your local SMP can:

Work with you one-on-one to examine your Medicare Summary Notices (MSNs) or Explanations of Benefits (EOBs) to determine potential fraud, errors, or abuse. They can contact providers to discuss billing issues and refer possible cases to the appropriate agencies or authorities.

Educate people in group presentations and at exhibits or events on how to avoid becoming victims of scams.

Engage volunteers to work with their peers and others to do this important work.

Senior Medicare Patrols

Senior Medicare Patrols (SMPs) help people prevent, detect, and report Medicare fraud, errors, and abuse through outreach, counseling, and education. SMPs want you to:

PROTECT yourself from fraud by protecting your personal information

- Treat your Medicare, Medicaid, and other health care plan numbers like a credit card number. *Give your Medicare number only to those you know and trust.*
- Medicare will not call you or visit you to sell you anything! *Don't believe callers who say they're from Medicare.*

DETECT fraud, errors, and abuse

- Review your Medicare Summary Notices (MSNs) and Explanations of Benefits (EOBs) for accuracy. Compare all statements from your providers, prescription drug receipts, and your entries in this log.
- Look for:
  - Charges for something you didn't get.
  - Billing for the same thing twice.
  - Services and/or medical equipment that were not ordered by your doctor.
- Visit www.Medicare.gov to access your Medicare account online.

REPORT mistakes or questions

- If you notice mistakes, have questions, or notice suspicious charges, call your provider or insurance plan first.
  - If you are not satisfied with their response, report it to the MA SMP Program at 800-892-0890.
- Find out more information at www.SMPResource.org or 1-877-808-2468.

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If you need another ***free*** copy of the My Health Care Tracker, call the MA SMP Program at 800-892-0890 or visit www.MASMP.org. ***Now also available in the App Store!***

The MA SMP Program publishes My Health Care Trackers in Chinese, English, Korean, Portuguese, Russian, Spanish, and Vietnamese.

*SHINE is the name of the federal *Senior Health Insurance Assistance Program (SHIP)* in Massachusetts.

5 QUESTIONS to Ask Your Doctor Before You Get Any Test, Treatment, or Procedure

1. **Do I really need this test or procedure?**
2. **What are the risks and side effects?**
3. **Are there simpler, safer options?**
4. **What happens if I don't do anything?**
5. **How much does it cost, and will my insurance pay for it?**

Some medical tests, treatments, and procedures may not help you. And some of them might cause harm. **Use these 5 questions to talk to your doctor about which tests, treatments, and procedures you need – and which you don't need.**

These five questions were developed by Consumer Reports for the Choosing Wisely® Campaign, an initiative of the ABIM Foundation. For more information, please visit www.choosingwisely.org/patient-resources/.

How to Use My Health Care Tracker

1. Take this Tracker with you to all your medical appointments.
2. Record information from your appointments in this Tracker. Include:
   - The date, length of visit *(such as 5, 15, 30, or 45 minutes)*, medical provider, and reason for the visit.
   - The names of equipment, prescriptions, tests *(such as X-rays, blood drawn, urine testing, ultrasound, and checked weight, height, and blood pressure)*.
3. When your Medicare Summary Notice (MSN) and/or Explanation of Benefits (EOB) arrives, compare the information to each appointment entry. Place a check mark in the box in the upper-right hand corner ***only*** if:
   - The date, length of visit, medical provider, and reason for the visit match the MSN or EOB.
   - The names of the tests, equipment, or prescriptions on the MSN and/or EOB are the same names that you recorded in your Tracker.

4. Contact your provider or the MA SMP Program at 800-892-0890 if:

- You have questions about comparing your Tracker entries to your MSN or EOB.
- You've completed your comparison and identified boxes for which there are no check marks.
- There are charges on your MSN or EOB for visits, tests, equipment, or prescriptions you didn't receive or were not ordered by your doctor.
- You were billed twice for the same visit, test, equipment, or prescription.

Immunization Record

The US Centers for Disease Control and Prevention (CDC) recommends the following immunizations for adults aged 19 and older. Each vaccine has its own dose recommendation based on age, medical experience, and other individual indicators. Your primary care physician can provide guidance on which of these vaccines are appropriate for you.

Vaccine	Date Given	Next Dose Due
COVID-19		
COVID-19		
Influenza (flu shot)		
Haemophilus Influenza type b (Hib)		
Hepatitis A		
Hepatitis B		
Human Papillomavirus (HPV)		
Measles, Mumps, and Rubella (MMR)		
Meningococcal		
Pneumococcal		

Vaccine	Date Given	Next Dose Due
Polio (IPV)		
Respiratory Syncytial Virus (RSV)		
Shingles dose 1 (Herpes Zoster)		
Shingles dose 2		
Tetanus, Diphtheria, and Pertussis		
Varicella (Chicken Pox)		
Varicella		
Other		
Other		

If you have questions about your vaccines or dates of vaccinations, you should consult with your provider(s). Your provider can access your information through the Massachusetts Immunization Information System (MIIS). As a consumer you can get information and guidance by visiting www.MyVaxRecords.Mass.gov.

Medication List

Be sure to list all the medications you take, prescribed medications and any “over the counter” medications, vitamins, and supplements.

Use this space to list all your medications and track any and all changes.

Drug Name	Dosage	Directions	Purpose	Date Started

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- ☐ Urine Test
- ☐ X-ray
- ☐ Other _____

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LENGTH OF VISIT (In person or virtual, in minutes)

☐ 0-5 ☐ 5-15 ☐ 15-30 ☐ 30-45

NOTES

Appointment List

Date: _____

Provider Name: _____

Reason for Visit: _____

_____

RECEIVED

- ☐ Blood Drawn
- ☐ CT/PET/MRI
- ☐ Dialysis
- ☐ Medical Device (Ex: DME, brace)
- ☐ Medication
- ☐ Oxygen
- ☐ Shot (Ex: flu, pneumonia)
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LENGTH OF VISIT (In person or virtual, in minutes)

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LENGTH OF VISIT (In person or virtual, in minutes)

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Appointment List

PROTECT DETECT REPORT

Date: _____

Provider Name: _____

Reason for Visit: _____

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- ☐ Blood Drawn
- ☐ CT/PET/MRI
- ☐ Dialysis
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- ☐ Medication
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State Health Insurance Assistance Programs

The State Health Insurance Assistance Programs (SHIPs) provide local, in-depth, and objective insurance counseling and assistance to Medicare-eligible individuals, their families, and caregivers.

SHIP
State Health Insurance Assistance Program
Navigating Medicare

Contact your local SHIP (SHINE in Massachusetts) to:

- Get one-on-one assistance with reviewing Medicare health insurance or prescription drug plan options.
- Understand Medicare's eligibility criteria and what Medicare does or does not cover.
- Learn about assistance programs you or your loved ones might be eligible for.
- Know your rights under Medicare.
- Volunteer to help others.

Contact your local SHIP (SHINE in Massachusetts) by calling 800-243-4636 or visiting www.Mass.gov/SHINE-program.

Want to fight Medicare fraud, errors, and abuse?
Call 1-800-892-0890 or visit www.MASMP.org.

Volunteer with the MA SMP Program

SMP
Senior Medicare Patrol
Preventing Medicare Fraud

The Massachusetts Senior Medicare Patrol (SMP) Program needs volunteers to help carry out the important mission of the program. Volunteer with the MA SMP Program and be of service to your community.

Ways you can be involved:

1. **Assist with administration:** Copy, file, data entry, and make calls.
2. **Distribute information:** Take SMP information materials to sites and events.
3. **Staff exhibits:** Staff information table at conferences, fairs, and other community events.
4. **Deliver group presentations:** Give talks on SMP topics to small and large groups.
5. **Counsel:** Work with beneficiaries on their individual situations. This may include reviewing MSNs, EOBs, billing statements, and other related documents.
6. **Manage complex interactions:** Help beneficiaries who are reporting specific instances of healthcare errors, fraud, and abuse.

Volunteers Make a Difference!

To volunteer with the MA SMP Program, call **800-892-0890** or visit **www.MASMP.org**.

Important Massachusetts Contacts

Massachusetts Senior Medicare Patrol (SMP) Program
Main Phone Number: 800-892-0890
www.MASMP.org | www.MedicareOutreach.org

AGE - Executive Office of Aging and Independence
Main Number: 617-727-7750
www.Mass.gov/orgs/Executive-Office-of-Aging-Independence-Age
Long Term Care Ombudsman Program: 617-222-7495 or 800-243-4636
Serving the Health Insurance Needs of Everyone (SHINE) Program: 800-243-4636
www.mass.gov/shine-program

Disabled Persons Protection Commission
Main Number: 800-426-9009 or 617-727-6465
www.Mass.gov/orgs/Disabled-Persons-Protection-Commission

Disability Policy Consortium
Main Number: 617-307-7775 | www.DPCMA.org
My Ombudsman: 855-781-9898
www.MyOmbudsman.org

Massachusetts Attorney General's Office
Main Number: 617-727-8400
www.Mass.gov/orgs/Office-of-the-Attorney-General
Elder Abuse Hotline: 800-922-2275
Medicaid/MassHealth Fraud Hotline: 877-437-2830

Massachusetts Division of Insurance
Main Number: 617-521-7794 or 877-563-4467
www.Mass.gov/File-An-Insurance-Complaint

MassHealth (Medicaid)
Customer Service: 800-841-2900
www.Mass.gov/topics/MassHealth

Massachusetts Health Connector
Main Number: 877-623-6765
www.MyHealthConnector.org

MassOptions: Your Connection to Local Aging and Disability Services
Main Number: 800-243-4636 | www.MassOptions.org

Medicare Advocacy Project (MAP) Legal Aid Program
Barnstable, Dukes & Nantucket counties: 800-742-4107
Bristol & Plymouth Counties: 800-244-8393
www.SCCLS.org
Central & Western Mass: 855-252-5342
www.CommunityLegal.org
Fall River: 800-287-3777
Greater Boston: 800-323-3205 | www.GBLS.org

Note: For TTY Service call 7-1-1 or 800-439-0183.

Important National Contacts

Acentra Health - Beneficiary and Family Centered Care Quality Improvement Organization (BFCC-QIO)
Main Number: 888-319-8452 | www.Acentraqio.com

Administration for Community Living
U.S. Department of Health and Human Services
Main Number: 800-677-1116 | www.ACL.gov
Eldercare Locator: www.Eldercare.acl.gov

Centers for Medicare and Medicaid Services (CMS)
Main Number: 1-800-MEDICARE or 1-800-633-4227
www.Medicare.gov

Centers for Medicare and Medicaid Services (CMS)
Main Number: 1-800-MEDICARE or 1-800-633-4227
www.FTC.gov/IDTheft

Credit Bureaus:

Equifax
Main Number: 1-888-378-4329 | www.Equifax.com

Experian
Main Number: 1-888-397-3742 | www.Experian.com

TransUnion
Main Number: 1-800-916-8800 | www.transunion.com

National Do Not Call Registry
Main Number: 888-382-1222 | www.DoNotCall.gov

Office of Inspector General at U.S. Department of Health and Human Services
Fraud Tips Hotline: 800-HHS-TIPS or 800-447-8477
www.OIG.HHS.gov

SMP National Resource Center
Main Number: 877-808-2468 | www.SMPResource.org

Social Security Administration
Main Number: 800-772-1213 | www.SSA.gov

Note: For TTY Service call 7-1-1 or 800-439-0183.

SMP
Senior Medicare Patrol

Preventing Medicare Fraud

Massachusetts SMP Program
AgeSpan
280 Merrimack Street, Suite 400, Lawrence, MA 01843
800-892-0890 • www.MASMP.org

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PROTECT
DETECT
REPORT

Senior Medicare Patrols (SMPs) help beneficiaries **PROTECT** themselves by learning about scams and fraud, **DETECT** possible fraud, errors, and abuse, and **REPORT** fraudsters to the appropriate authorities.

National SMP Resource Center
877-808-2468
www.SMPResource.org

English-September 2026