

# SENIOR SECURITY II:

## *Master of the Transaction*



### Managing Health and Medical Bills



#### Managing the transaction:

- Look carefully at your *Medicare Summary Notice (MSN)*. *It will include payments made by Medicare, and the amount you or your secondary insurance owe.*
- Do not pay any bills until Medicare and your secondary provider have paid their portions and don't pay any more than your *Medicare Summary Notice* states you owe.
- Save all statements for three years.
- If you need help understanding your statement, call the Colorado SHIP at 1-888-696-7213.
- If you are enrolled in a Medicare HMO, different rules apply.

#### Be suspicious if:

- A Medicare provider solicits you by telephone or door-to-door;
- A provider asks for your Medicare number for a free service;
- You are offered money to go to a certain provider;
- A provider says he or she knows how to get Medicare to pay for services not normally covered.

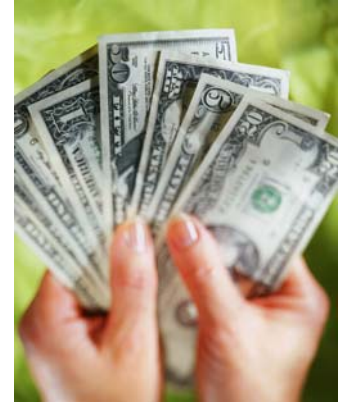
#### If you suspect fraud:

- ☎ Call the provider to discuss any discrepancies you may find;
- ☎ Call the insurance company that paid the bill for Medicare, if you're not happy with the provider's explanation. Their number is on your MSN.
- ☎ Call Colorado SHIP (Senior Health Insurance Assistance Program) at 1-800-930-3745 x 7553, if you are still not satisfied with the response.

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## Giving to Charities



### Managing the transaction:

- Create an annual charitable giving plan that includes your budget and a manageable list of charities to which you want to contribute.
- Check out all charities – even those to whom you have given in the past by:
  - ✓ Requesting and reviewing written information such as an annual report;
  - ✓ Contacting the Better Business Bureau for their assessment report on a charity at 1-800-222-4444 or [www.give.org](http://www.give.org)
- Stick to your plan! Tell Solicitors, *“You are not on my giving plan, but if you want me to consider you for next year, please send me written information.”*

### Be suspicious if:

- The solicitor uses high pressure tactics;
- The charity has a name meant to impress or similar to a better known charity;
- You receive numerous solicitations in response to a disaster;
- A charity sends you note cards, return labels or other products you did not order – you are under no obligation to donate;
- You are not given time to consider the request, such as asking for your credit card number or sending a runner to pick up your donation;
- You are asked to make the check payable to an individual.

### If you suspect fraud:

- ☎ Contact the Colorado Consumer Line at 1-800-222-4444, or
- Contact the Better Business Bureau at [www.bbb.org](http://www.bbb.org)
- Contact your local District Attorney.

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## Planning for Increased Dependency



### Managing the transaction:

- Planning for your future lets you make decisions and gives you control.
- Set up a plan for your future care that includes Durable, Limited, and/or Medical Powers of Attorney and a Living Will.
- Include checks and balances such as two co-agents as your Powers of Attorney, and a successor agent as well.
- Inform your agents and other advisors of your wishes.
- Seek advice from an Elder Law attorney on setting up your plan.
  - ☎ To find an attorney, call the Metropolitan Lawyer Referral Service at 303-831-8000, your local Legal Aid Office – in the Denver Metro area, call 303-837-1313, or AARP Legal Services Network at 1-800-434-4210.
- Even if someone pays your bills or manages your finances, never become totally dependent on one caregiver – insist on reviewing all financial statements yourself or ask another person close to you to help monitor your agent.

### Be aware that:

- Financial abuse occurs most often by relatives, caregivers and others known to you.
- Powers of Attorney can be revoked at any time by simply writing a letter and sending a letter to the POA. It is also important to notify your bank and other organizations of any change to a POA.

### If you suspect fraud:

- ☎ Report suspected abuse *immediately* by calling the Colorado Consumer Line at 1-800-222-4444 or your local District Attorney.

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## Making Wise Investment Decisions

### Managing the transaction:

- Register for the *Colorado No Call* list at 1-888-249-9097 or [www.coloradonocall.com](http://www.coloradonocall.com)
- Never be pressured to into making a hasty decision, such as giving bank or credit card numbers over the phone, wiring money, or writing a check at a seminar.
- Before investing, *always* get several other opinions about the offer from an attorney, accountant, banker, and knowledgeable relatives or friends.
- Contact the Colorado Division of Securities to check on the promoter and legitimacy of the investment at 303-894-2320.
- Monitor your accounts regularly to look for signs of abuse or excessive trading.



### Be suspicious if:

- You must make an immediate decision or the offer will be gone;
- The investment is guaranteed to bring a high return;
- The promoter does not talk about risk or says there is no risk;
- The promoter suggests you invest on the basis of trust, friendship or faith.

### If you suspect fraud:

- ☎ Report suspected abuse *immediately* by calling the Colorado Division of Securities at 303-894-2320, Colorado Consumer Line at 1-800-222-4444 or your local District Attorney.

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## Resources to Prevent and Report Senior Fraud

- Colorado Consumer Line – 1-800-222-4444. This is one number for all of the following:
  - AARP ElderWatch – [www.aarpelderwatch.org](http://www.aarpelderwatch.org)
  - Colorado Better Business Bureau – [www.bbb.org](http://www.bbb.org)
  - BBB's Wise Giving Alliance – [www.give.org](http://www.give.org)
  - Colorado Attorney General – [www.ago.state.co.us](http://www.ago.state.co.us)
- Colorado SHIP – 1-888-696-7213
  - Colorado SHIP Medicare Fraud Line – 1-800-930-3745 x 7553
  - [www.coloradomedicare.com](http://www.coloradomedicare.com)
- Colorado Division of Securities – 1-303-894-2320
- Denver District Attorney's Fraud Line – 720-913-9179
  - [www.denverda.org](http://www.denverda.org)
- Local District Attorney – see the county section in the blue blue pages of your phone book.
- Metropolitan Lawyer Referral Services – 303-831-8000
- Colorado Legal Services (Legal Aid) – 303-837-1313
- Local Resources:

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