

In This Issue >>>

April 2022

Make an immediate and lasting difference *now*

Be an SMP Volunteer! Roles include admin support, counseling, exhibits, presentations and more. Learn about Medicare in a fun, informative way; meet new friends with shared goals, build tech skills, train for success and champion a worthy cause. Call 808-586-7281 or 1-800-296-9422 Visit: smphawaii.org or email info@smphawaii.org



Veteran Radio and TV Personality Dave Lancaster with Volunteer Jean create a new TV spot to extend SMP Hawaii's reach.

Phishers Hook Entire City

Volunteer Spotlight

New Tech Savvy Tool for Kupuna

20/22 Web Series on Caregiving helps launch SMP's 25th Anniversary!

April 2022 The Department of Health/Senior Medicare Patrol Hawaii Working For You



Kukui Gram

The Kukui Nut (Candlenut) is highly revered as the Hawaii State Tree. Kukui symbolizes light, using its oil in lamps to bring light to darkness. Kukui means "enlightened," representing wisdom, protection and peace.

Celebrating 25 Years Protecting Kupuna!

Since 1997, the Senior Medicare Patrol has protected beneficiaries, their families and caregivers against healthcare fraud, errors and abuse through education. SMP Hawaii joins 53 other SMP projects to celebrate this milestone with its 20/22 Web Series on Caregiving in Hawaii – [see page 2 for details](#).

We'll also recognize outstanding volunteers who serve unselfishly so that our community can prevent, detect and report suspected scams, as well as strengthen the integrity of the Medicare program. Find out in this edition what SMP Hawaii is doing to safeguard our elders. Visit our website to learn more about how to volunteer: smphawaii.org

Kukui Gram was created to help older adults. It takes a village to raise a child, but it takes an entire state to protect our beloved kupuna. Please send us your stories to share. Mahalo!

Norma Kop, SMP Hawaii Director

Visit: www.smphawaii.org

Email: info@smphawaii.org

Main: 808-586-7281 Toll Free: 1-800-296-9422

Facebook (FB): [smphawaii808](https://www.facebook.com/smphawaii808)

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Phishing Scams Can Victimize an Entire City

Hawaii residents and all levels of government need to ensure they do not get scammed by fake bills.

Two years ago, the City of Fresno in California was scammed into paying \$614,000 through false construction invoices. The FBI, which is still investigating, said two other cities had similar experiences.

The scam, a form of phishing, involved sending false invoices that looked identical to the real ones, except for the bank account the money was to be sent to.

Scammers can create documents that look the same as the real ones. This scam was not an "inside job" and is continuing.

What to do: Whenever you receive a bill online, verify with the billing company to confirm they sent the bill. Don't call the number on the bill; it could be fake. Look up the number to make sure it directs you to the actual company. Even if you recognize the name as a local business, the bill you receive could still be a fraud. All of us as residents of Hawaii need to be more careful about paying online/emailed bills.

<https://abc30.com/fresno-phishing-scam/11640748/>

Mahalo Volunteer Mark for conducting the research and writing this article.

SMP Marks a Quarter of a Century Protecting Kupuna

SMPs were authorized in 1997 under Titles II and IV of the Older Americans Act, the Omnibus Consolidated Appropriation Act of 1997 and the Health Insurance Portability and Accountability Act of 1996. Beginning as demonstration projects in 12 states, SMP grants are now funded in all 50 states, District of Columbia, Guam, Puerto Rico and the U.S. Virgin Islands. The SMP network includes over 6,875 Team Members and 500+ sites across the country. In 2019, SMP Hawaii was one of the first projects to train volunteers on all islands to use Zoom for monthly meetings. When COVID forced SMP Hawaii to go virtual in March 2020, volunteer training already included the use of Zoom and online practices to improve service and delivery. With increased requests for both online and in-person presentations, we invite you to learn about SMP Hawaii and celebrate with us 25 years of protecting kupuna.

Volunteer Spotlight: Bill Morrow



William M. Morrow (Bill) reported an alleged healthcare scam involving his wife last May. A few days later, he applied to volunteer and now helps others protect themselves against fraud, errors and abuse. “SMP helped me with its prompt, appropriate and professional response. Having worked with its director (Norma Kop) at Heald College, I felt this new opportunity would be a good experience for me.”

Bill was in the U.S. Navy in 1971 and moved to Hawaii in 1976. He was attached to the Submarine services, functioned as the Decedent Affairs Office at the Navy Liaison, Tripler Army Medical Center, the Naval Health Clinics and the U.S. Marines. Retired in 1994, he worked for 23 years as an instructor the in medical assisting and medical office degree programs at Heald. These careers provide a solid foundation as an SMP Hawaii Volunteer. “I enjoy helping people as a counselor and presenter, assisting them with information, resources and referrals to address their concerns or inquiries.” He received his M.S. in Health Service Administration and enjoys golf and spending time with his family. Bill is a good example of a veteran who avoided becoming a victim and now volunteers to help others to stay safe!

Learn more about SMP at these Oahu events

***April 9 8:00 am – 1:00 pm**

Hawaii Parkinson Association at St. Francis Kupuna Village in Liliha

***May 18 9:00 am – 1:00 pm**

Mililani Town Association – Mililani Rec Center 3

***June 25-26 8:30 am – 4:00 pm**

First Annual Active Senior Expo – Hawaii Convention Center

Visit: smphawaii.org FB: [smphawaii808](https://www.facebook.com/smphawaii808)

Calendar of Events

Monthly Volunteer Team Meetings (2nd Thursday): 10:00-11:30 am

20/22 Webinar Series Spring-Summer 10:00-11:30 am

Caregiving: Perspectives & Profiles to Empower

April 14: Starting with Our Stories: Hawaii SHIP, LTCOP and Others

May 12: CMS - Livanta: What Caregivers Should Know and Why

June 9: Assuring Quality – A Hallmark of Healthcare

20/22 Webinar Series Fall-Winter 10:00-11:30 am

Aug 11: Long-Term Care: Cost, Consequences and COVID-19

Sept 8: Ten Tips For Getting Help With Your Question

Oct 13: Developing a Network for Our Shared Journey

Save-These-Dates:

June 1: SMP Hawaii’s 25th Anniversary!

July 14: SMP Hawaii Annual Recognition and Training

Dec TBD: 3rd Annual AEOS Volunteer Tribute and Training

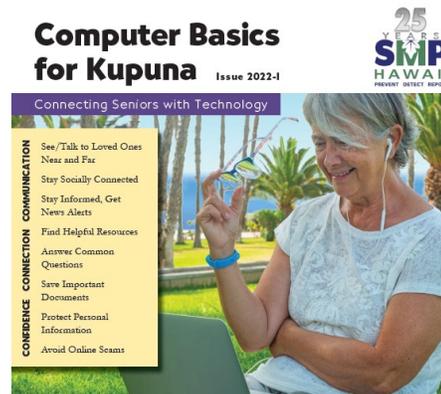
To join these Zoom meetings, please first register:

<https://zoom.us/meeting/register/tJMtce-spzgoHtM4sglANWgzd8iIeaJJBvz9>

Email: info@smphawaii.org or call: 808-226-4077 for any questions.

Increasing Digital Literacy for Kupuna Protection

Shop online? Use Google to search things? Post on Facebook? According to [AARP research](#), four out of five Baby Boomers rely on technology to stay connected with friends and family. Close to 80% use technology for their medical appointments and billing. Since the pandemic, seniors have become increasingly dependent on tech use as a necessity rather than an option.



Learning to become tech “savvy” is key to SMP Hawaii’s message on protecting against scams and online con artists. A new series of tech savvy brochures will soon be launched primarily targeted for older audiences, their families, and caregivers, as part of the program’s goal to build computer literacy statewide. Understanding the value of technology and the cautions associated with misuse, will help seniors to prevent, detect and report health care scams, ensuring that their safety, dignity and legacy are protected. To learn more, visit smphawaii.org FB: [smphawaii808](https://www.facebook.com/smphawaii808)

Ask us about our free webinars!

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