

- Did You Know? Grandparents Rock!
- Volunteer Spotlight
- Hawaii SHIP Updates
- Frequently Asked Questions
- Calendar of Events



Volunteers serve in outreach and education, counseling, presentations and more, and are recognized for their priceless contributions. Make a difference and join the fun!

Sept 2021 The Department of Health/Senior Medicare Patrol Hawaii Working For You



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.

This edition focuses on Grandparents and their impact on our lives. Read about the unique bond of SMP's first Grandparent-Grandchild Volunteer Duo. **Kukui Gram** was created to help our kupuna. 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

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Did You Know? Uptick on Grandparent Scams

September 12, 2021 is *National Grandparents Day*, honoring the bond between kupuna and keiki. This special connection is unlike any other bond and we want to keep it that way. However, our elders can become victims from scammers posing as their injured grandchild:

With a faint voice: “Grandma, I’m at the end of my vacation in Europe and I’ve injured myself on a hike. Could you please wire \$5,000 now to this P.O. Box address, to pay for my surgery scheduled for tomorrow? And don’t tell Mom and Dad.”

As these scams escalate, SMP Hawaii wants you to recognize the **Red Flags**: The emotional tug; the plea for quick money to an untraceable address; keeping it hush. **Just hang up!**

Contact us to learn how to protect your loved ones and about becoming a volunteer. *It takes our entire state to protect kupuna* so in honor of Grandparents Day, consider SMP Hawaii as your go-to source to prevent, detect and report healthcare scams and fraud.

Happy Grandparents Day!

Grandmother-Grandchild Virtual Volunteer Duo – A First for Senior Medicare Patrol!

SMP Hawaii made history - or more aptly, herstory - when volunteer Mae Fujii’s granddaughter, Keilani Fujii, joined the team in May from her home state of Texas. A “first” for the program in several ways: First virtual volunteer from Texas, first honorary volunteer to specifically assist with SMP Hawaii’s Facebook and related social media. Most importantly, first grandparent-grandchild volunteer duo. The high school

sophomore this fall is no stranger to volunteerism. She is part of Peer Leadership Association (PAL), which focuses on beautifying her school and assisting children with special needs. She also helps Habitat for Humanity and Central Texas Food Bank. Keilani’s savvy computer skills and can-do spirit are ‘gold’ as she is the first SMP

Hawaii volunteer to have earned a Microsoft Word Certification, speaks Mandarin and is the youngest Hawaii volunteer, noteworthy since young adults aged 18-24 are the most susceptible to online scams.

“My main reason to volunteer is my grandma, Tutu Mae,”

Cont’d. on p. 2

Volunteer Spotlight: Judy Bell



Judy Bell marks her eighth year volunteering for SMP Hawaii and Hawaii SHIP. Originally from Rhode Island, Judy has made Kona her home for the past 30 years. Her career experiences with Blue Cross/Blue Shield, Medicare and dental claims helps guide her when counseling seniors, their families and caregivers. Judy also volunteers as board treasurer for the local, non-profit Hawaii Community Caregiver Network, Master Trainer for Powerful Tools for Caregivers and Hawaii County Office of Aging's Committee on Aging, North Kona Representative.

"I worked part-time while in college at the local Blue Cross/Blue Shield. In the mid-1960's BCBS became the claims processing intermediary for the newly enacted Medicare Program. They hired me after graduation to direct the Medicare Part A Claims Department, becoming the first woman supervisor. I volunteer because I am grateful for the start Medicare gave me in my career and I wanted to use my career experiences to give back to fellow kupuna and their caregivers. I joined SMP and SHIP programs when they were first known as Sage Watch and Sage PLUS. "Time flies when you're having fun!"

Visit www.smphawaii.org for news, updates and how to become a volunteer!

Calendar of Events

Happy Holiday Season!

20/21 Webinar Series: Fall-Winter

Go-Getter's Guide for Protecting the Whole 'Ohana Aug 16 10:15 - 11:00 am
Roseann Freitas, Public Relations and Communications Manager
Better Business Bureau – Great West and Pacific

Medicaid Scam News, Updates & Alerts Aug 17 10:15 - 11:00 am
Timothy Tate, Deputy Attorney – Medicaid Fraud Control Unit
State of Hawaii Department of the Attorney General

Social Security Admin: Our Partner in Fighting Fraud Sept 14 10:15 - 11:00 am
Jane Burigsay, Public Affairs Specialist – Hawaii Military Liaison
Social Security Administration
Laurie T.S. Adamshick, JD
Rulon & Adamshick LLC

To Join these Zoom Meetings, Click on the Link Below

<https://zoom.us/j/3124825354?pwd=MHE4Y0pDWHIZenZCcmRKcjRCaS9Gdz09>

Meeting ID: 312 482 5354 Passcode: 2021

Ask the Experts

FAQ: What do I do if I gave my Medicare number to a stranger? 3 Steps:
Alert your doctor or Medicare Advantage Plan and 1-800-Medicare so they can be aware of suspicious activity. If you notice errors on your medical statement, contact your doctor or Medicare Advantage Plan. Contact SMP Hawaii with your documentation and notes for follow-up assistance

If you need to replace your card because you think that someone else is using your number, call 1-800-MEDICARE (1-800-633-4227). TTY users may call 1-877-486-2048.



Updates: Hawaii SHIP
Monday, Sept. 13, 2021
11:00 AM – 1:00 PM

The Hawaii State Health Insurance Assistance Program partners with the Social Security Administration in Honolulu to present Project Grad 65. Prepare for retirement and learn about your future Social Security and Medicare benefits. Click below to register:

<https://zoom.us/meeting/register/tJUkduqvz0qHN0XCc2HPYFSRuW6V08K9kIV>

An SMP First - Continued



Our Dynamic Duo across the Pacific:
"Tutu Mae" and Keilani Fujii

said Keilani. "I want to be part of something bigger than myself and work with her and our team. I want to help people protect their family legacy." Keilani's Hawaiian name means "glorious chieftess;" very befitting. The program's new member is already taking SMP Hawaii to new heights, bringing deserving glory to her 'ohana, particularly her proud grandmother.

Kukui Gram Contributors

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