

## Helpful Resources

### State of Hawaii Executive Office on Aging

State/Oahu: Executive Office on Aging (808) 586-0100

Kauai: (808) 241-3614

Maui: (808) 984-8200

Hilo: (808) 974-6006

Kona: (808) 322-4880

Waimea: (808) 887-8114

Molokai/Lanai: 1-800-468-4644

<http://hawaii.gov/health/>

### SMP Hawaii

(808) 586-7281 or 1-800-296-9422

<http://hawaii.gov/health/eoa/SMP.html>

### Medicare

(The Official U.S. Government Site for People with Medicare)

1-800-MEDICARE (1-800-633-4227)

<http://www.medicare.gov>



### Cooperative Extension Service

College of Tropical Agriculture and Human Resources  
University of Hawai'i at Mānoa

[www.hawaii.edu/ohanacaregivers](http://www.hawaii.edu/ohanacaregivers)

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**'Ohana**  
**Caregivers**  
FAMILY CAREGIVERS



## Healthcare Fraud is a Family Matter

It takes an 'ohana to care for older family members. One person might drive them to their doctor appointments, another might help them with housework, and still another might make sure that they eat properly. Family members all work together to keep their kupuna healthy and happy. This process of working together also applies to keeping them safe from healthcare fraud. This brochure describes ways that your family can work together to prevent healthcare fraud, waste, and abuse.

## Practice Good Communication

Talking about healthcare fraud with older family members may seem uncomfortable at first. Using good communication skills can make the process easier.

- **Offer options instead of advice:** For example, if your family member is seeking questionable healthcare options for a specific ailment, let them know about other options that are trustworthy.
- **Listen to them:** Healthcare scam artists are successful because they prey on older people who just want someone to talk to. Taking time to listen to your loved ones can help keep them safe from many types of fraud.
- **Honor their wishes:** Remember that you are talking about their lives. They do not have to do everything exactly as you would. Talking things over with them can help them make better decisions.
- **Keep lines of communication open:** Good communication involves more than one conversation. Make sure to talk with your loved one on a regular basis.

## Tips for Talking to Aging Loved Ones

Not long ago, your older family members were the family decision-makers. Now, you are helping them to make decisions. The following tips will help your discussions run more smoothly.

- **Start discussions early:** Talk to your loved ones about healthcare fraud before they become victims. Use news items or friends' situations to begin your discussions.
- **Treat elders with respect:** Most kupuna have lived long, eventful lives. Recognize the value of their experience and help them to use it to protect themselves.

- **Let them keep control:** Remember that they have the right to make their own decisions. If their decisions about healthcare options are threatening their safety, let them make decisions about issues with less potential for harm, such as leisure activities.
- **Ask about records and documentation:** Know where your loved ones keep their important healthcare records. Consider advanced care planning options.

## Working Together

Chances of becoming a victim of healthcare fraud are reduced when the whole family gets into the act.

- **Share the load:** Sometimes caregiving is overwhelming; sharing responsibilities among many family members can make things easier.
- **Focus on strengths:** Family members with different talents can provide care in different ways.
- **Hold regular family meetings:** Meeting on a regular basis to talk about caregiving can help the family recognize situations that might lead to healthcare fraud.
- **Designate one person to manage healthcare records:** Keep records in one central location.
- **Get younger members of the family involved:** Grandchildren are a source of pleasure to kupuna. They can also help them look up healthcare information on the internet.

