



# MEDICARE FRAUD ALERT

January 2014

New Medicare Card / New Social Security Card

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### How the scam works:

Seniors statewide are receiving calls from scam artists pretending to be from either Medicare or Social Security and stating that Medicare is sending out new Medicare Cards (or SS is sending new SS cards). The caller then requests verification of their Medicare/Social Security numbers and/or bank account numbers. One beneficiary was told they were doing a survey and when she got through the survey, the caller asked for personal information, including the name of the bank and account number where their Social Security check is deposited, going on to say that if they cannot verify the numbers, their social security deposit may be late.

These callers are particularly persistent and sometimes even get angry if the beneficiary does not give in quickly. These scare tactics often get the beneficiary flustered and upset, and the beneficiary then gives in to the caller and divulges personal information.

If you fall victim to one of these scams and give out bank account information, contact the bank immediately. If you gave out your Medicare number or Social Security number, please contact Medicare at (1-800-Medicare) and/or Social Security (1-800-772-1213), as well as the FTC (1-800-438-4338), as your personal identity is at risk. Report Medicare fraud, waste and abuse to your **Arkansas SMP**.

**REMEMBER:** Medicare will never call you to sell you anything and will never ask for your banking account information.

**Best response?** Unless you are the one who made the call, please do not give out any account numbers over the phone to anyone. When you receive a call like this one, it is okay to just HANG UP the phone.

**REPORT all scams to the Arkansas SMP—866-726-2916**



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