



Medicare Fraud and Scams Scenarios Activity

Instructions – Divide the audience into small groups. Give each group a scenario to discuss. Instruct them to identify possible Medicare fraud or scam concerns and to come up with a plan for how the consumer should respond. Allow a few minutes for group discussion. Have each group select a spokesperson. Each spokesperson will present the scenario and their group’s decisions.

SMP Fraud Alerts have additional information about these scams and what consumers can do. Use these documents to provide the audience with additional information as needed.

Free Glucose Monitor

Yolanda received a call from someone who said they were with a diabetic supply company and offered to send a free glucose talking monitor. Yolanda’s husband, Bill, is on Medicare and is a diabetic. The caller would need Bill’s Medicare number and mailing address to send the free item. **How should Yolanda respond?**

New Medicare Card

Mary received a call from someone who claimed to be with Medicare. The caller said they are sending out new Medicare Cards and requested verification of the Medicare number. The caller is very persistent that Mary will lose her benefits if she doesn’t cooperate by providing the information required. **How should Mary respond?**

Medical Alert System Scam

Robert received a prerecorded call stating that he is eligible for a free medical alert system. The message requests that the listener “press one” to speak to an operator for more details about the offer. Robert pressed one and was then asked for his Medicare number and address. **What should Robert do?**

Postcard Mail Out

Phyllis received a letter in the mail with a return postcard. It looks official and important. The letter stated “Your Medicare benefits have been reduced by Congress.” The return postcard is prepaid postage and all Phyllis has to do is fill in her name and address before dropping it in the mailbox. **Is there any reason for Phyllis to be concerned?**

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