

# Did You Know?

Many legitimate businesses engage in telemarketing, but criminals can also use live or recorded calls to try to steal your identity. Medicare will not call to ask for your bank account, Social Security, Medicare or health plan numbers. Nor will your health plan. Also, Medicare forbids other health plans to call you without your permission.

To protect yourself:

- ❖ Never give your personal information to someone you don't know.
- ❖ Hang up on recorded messages. Do not press any keys or numbers when prompted—even if it is to take your name off their list.
- ❖ Write down suspicious numbers and report them!

**To report telemarketing scams to the Federal Trade Commission (FTC), call: 1-888-382-1222**

**To discuss benefits, coverage or claims payment concerns, contact Customer Service at:**

**To report suspected fraud, call:  
1-877-7SAFERX (1-877-772-3379)**

A photograph of a woman with dark hair, wearing a light-colored top, holding a mobile phone to her ear and looking slightly to the side with a thoughtful expression. The background is softly blurred, showing what appears to be a window with curtains.

## **Protect Yourself From This Scam**

A Medicare health plan member received several calls from “John” who asked for her bank account number to refund her \$399. He said the money was withdrawn from her account a few months ago. Although the member refused to provide her information, John continued to call and ask for her account information.

If someone calls asking for your banking information or Social Security, Medicare, or health plan numbers, report it immediately!

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[www.cms.gov](http://www.cms.gov)

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