

April SMP Fraud Alerts

New Hampshire: A Medicare Coordinator in Laconia, New Hampshire had a beneficiary call her to report that she had received a call from a woman who identified herself as Evelyn Perl from the National Medicare office and gave the beneficiary the phone number of 1-866-542-6431. The caller (“Evelyn”) told the beneficiary she wanted to send her a new Medicare card. She asked if the beneficiary had a bank account and that is when the beneficiary hung up.

The Medicare Coordinator called the number. It only had a voice recording saying that “all the agents are busy and your call is important.” It did not identify an organization or agency. After holding for several minutes, there was a message stating that “you may leave your phone number and we will get back to you or you may stay on the line and an agent will be with you.” The Medicare Coordinator stayed on the line for approximately seven minutes, listening to the message repeat itself. The Medicare Coordinator called at a different time and the message stated “thank you for calling our customer service office. Our office is closed from 1pm to 2pm Monday through Friday.”

Never give out your Medicare, bank account, or any other personal numbers over the phone. Remember, people working for Medicare DO NOT call you. If you receive a phone call and think it is a scam, hang up immediately and call your local Senior Medicare Patrol.

New York: The New York SMP toll free hotline received a call from the daughter of a Medicare beneficiary. She called on behalf of her mother regarding a phone call her mother had received from someone stating they worked for Medicare and had Medicare checks they wanted to hand deliver to beneficiaries. The fraudulent Medicare caller stated other beneficiaries were having trouble receiving checks. He verified the mother’s address, date of birth, and the last four digits of her SSA number. The daughter got concerned after the check was not delivered, changed all of her mother’s credit card numbers, and called the New York SMP toll free hotline to report the incident.

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New Jersey: A New Jersey SMP Coordinator received a complaint about an organization called Pharmabay, Inc., who called a beneficiary and advised her that her Aetna policy (an insurance policy) was about to be cancelled and that she had to pay \$389 to renew it. The phone number they gave was 1-800-55-1558, which turned out to be a pornographic hotline. This organization (if one exists) knew all about the beneficiary, including her social security number.

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