



CONTACT

Questionable Charges?

If you spot unusual or questionable charges, contact your health care provider. It may just be a mistake.

If your issue is not resolved by your provider, report the questionable charges to Medicare at 1-800-MEDICARE or contact your local Senior Medicare Patrol for assistance:

1-877-808-2468 or www.SMPResource.org

Report Medicare Fraud

If you suspect Medicare fraud, contact the Department of Health & Human Services Office of Inspector General.

Online: oig.hhs.gov/fraud/hotline

Phone: 1-800-447-8477 (1-800-HHS-TIPS)

TTY: 1-800-377-4950 | FAX: 1-800-223-8164

To learn more about medical identity theft visit:
www.medicare.gov/fraud

Medical Identity Theft & Medicare Fraud

What is Medical Identity Theft?

Medical identity theft is when someone steals or uses your personal information (such as your name, Social Security number, or Medicare number) to submit fraudulent claims to Medicare and other health insurers without your authorization.

Medical identify theft can disrupt your medical care and waste taxpayer dollars. In extreme circumstances, it could be life-threatening if the wrong information ends up in your medical record.



DETECT

Protect Your Personal Information

Guard your Medicare and Social Security numbers. Treat them like you would treat your credit cards.

If it's free, they don't need your number! Be suspicious of anyone who offers you free medical equipment or services and then requests your Medicare number.

It's illegal, and it's not worth it! Do not let anyone borrow or pay to use your Medicare number or your identity.



DETER

Watch Out for These Attempts to Steal Your Medicare Number

Just walk away if people approach you in parking lots, shopping centers, or other public areas and offer free services, groceries, transportation, or other items in exchange for your Medicare number. Hang up the phone if someone calls you claiming to be conducting a health survey and asks for your Medicare number. Medicare won't contact you for your Medicare number or other personal information.

Don't give out your information to individuals who claim to be from Medicare or Social Security and ask for payment over the phone or Internet.

Don't become an unwitting participant by responding to television, Internet, or print ads offering "free" or "no out-of-pocket cost" medical services. Refuse delivery of mailed items you did not order. In general, you should coordinate your medical care through your primary care physician.

DEFEND

Check Your Medical Bills, Medicare Summary Notices, Explanations of Benefits and Credit Reports

- > Were you charged for any medical services or equipment that you didn't get?
- > Do the dates of service, charges, or provider names look unfamiliar?
- > Were you billed for the same thing twice?

Be Suspicious of Health Care Providers or Medical Equipment Suppliers that:

- > Ask for your Medicare number in exchange for free equipment, services, or for "record-keeping purposes"
- > Offer "free" preventive health screenings or diagnostic tests, such as genetic or cholesterol checks, in exchange for your Medicare number
- > Advertise "free" consultations to people with Medicare
- > Don't charge or collect a required co-pay
- > Tell you that tests become cheaper as more of them are provided

- > Offer nonmedical transportation or housekeeping as Medicare-approved services

REPORT

Report Health Care Providers or Medical Equipment Suppliers that Bill Medicare for:

- > Services and/or products you didn't get
- > More services or products than you need (such as diabetic test strips or medications)
- > Home health services for patients who are not confined to their home
- > Medication refills you never received
- > Medical equipment or services for patients who don't meet Medicare's qualifications
- > Adult daycare as psychotherapy treatment
- > Hospice services for patients who are not terminally ill and have not agreed to only receive palliative care