

## Report Suspected Fraud

If you have questions or think you may have encountered fraud, please contact your local Senior Medicare Patrol (SMP) or Senior Health Insurance Assistance Program (SHIP).

**Find an SMP in your area by visiting [www.smpresource.org](http://www.smpresource.org) or calling 1-877-808-2468.**

You can also report suspected Medicare fraud by contacting:

CMS NBI MEDIC  
1-877-7SAFERX (1-877-772-3379)

or

Department of Health & Human Services  
Office of Inspector General  
Phone: 1-800-447-8477 (1-800-HHS-TIPS)  
TTY: 1-800-377-4950



## Medicare Open Enrollment: Protecting Yourself Against Fraud

During the annual Open Enrollment Period, October 15 – December 7, you may change the way you receive your Medicare benefits. However, be aware that Open Enrollment is prime time for scam artists to target Medicare beneficiaries like you. Fraud costs us all and threatens Medicare for generations to come.




Don't become a victim of a fraud scheme during Open Enrollment. Know what to look for and how to protect yourself!



## Identity Theft and Open Enrollment

Identity theft occurs when someone obtains your personal information and uses it to bill for medical supplies and services.

Do not share your Medicare ID number, and watch out for the following schemes:

-  A person claiming to be from Medicare, your health plan, or another organization informs you of new benefits or wants to send you a new Medicare ID card. They just want you to confirm your Medicare ID number.
-  Someone says that you are eligible for a refund based on last year's premiums or because you have reached your prescription drug plan "donut hole." They just need your Medicare ID number for the refund.
-  A company offers you free medical supplies for one of your medical conditions if you provide your Medicare ID number.

### Protect Yourself from Identity Theft

It is always important to protect your Medicare ID number, but be especially careful during Open Enrollment!

- Medicare or your current health plan will not call you to confirm your Medicare ID number or health plan number.
- Never give out your Social Security, Medicare ID, or health plan numbers to someone you don't know.
- Carefully review your plan statement to ensure all the information is correct.

## Marketing and Enrollment Violations

Marketing and enrollment violations occur when Medicare health plans do not follow the strict rules set by Medicare regarding Open Enrollment. These rules are in place to protect your rights and benefits.

Plans **MAY NOT**:

- Sell Medicare coverage door-to-door or leave leaflets, flyers, or door hangers at your home
- Call you unless you have given them permission
- Conduct marketing events in your doctor's office, at the pharmacy counter, or in other places that deliver healthcare services, such as a physical therapy clinic
- Make you meet face-to-face with a plan representative or have you undergo a health screening in order to receive coverage
- Require you to provide your email address or other contact information, Medicare ID number, or Social Security Number at a marketing event



If you encounter any of these things, know that the health plan is violating Medicare rules and may be committing fraud.