

New Medicare Card 2021 SCAM

The AR SMP has recently seen this old scam resurface. We started receiving reports of this scam in October 2020 and have received numerous reports of scammers contacting Medicare recipients offering new 2021 Medicare cards through July 2021. These are scammers trying to entice you to give your Medicare number and other personal information. Don't give it to them!

Here's what you need to know...

What You Should Know:

Examples of what the scammer may say:

- "Medicare is sending new 2021 Medicare cards, and I just need your Medicare number in order to send you your new card."
- They state they are with your doctor's office and they often have your doctor's name;
- They state they are with Medicare and need you to verify your Medicare number to continue to receive benefits;
- They state your Medicare card has been compromised;
- They call offering a new PLASTIC Medicare card for a fee.

TIPS:

Here's what you should know:

- ◆ Medicare IS NOT sending new 2021 Medicare cards.
- ◆ There is no plastic Medicare card.
- ◆ Medicare WILL NOT call you and ask for personal information.
- ◆ Scammers 'spoof' Caller ID to show any number or name they want to FOOL YOU and make you believe the call is legitimate.

How to Respond:

- If you fall victim and give your Medicare number to a scam caller, report it to the AR SMP – 866-726-2916;
- You will need to read your Medicare Summary Notice (MSN) to look for charges for things you did not receive, and that your doctor did not order, like charges for braces (knee, back, wrist); or lab tests (especially COVID-19 related);
- If you are suspicious of any calls you receive, before you respond, hang up and call the AR SMP.

REPORT all scams to the Arkansas SMP — 866-726-2916