



# SCAM ALERT

FFF—JANUARY 2021

## New Medicare Card 2021 SCAM

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The AR SMP wants you to BEWARE of the latest “oldie but goodie” Medicare scam! We have recently seen the old scam resurface. The SMP has received numerous reports of scammers contacting Medicare recipients offering new 2021 Medicare cards. 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 or with Social Security and need your Medicare or Social Security number;
- They may ask, “Are you still having back trouble, knee trouble or arthritis problems?”  
If you answer “no” the caller usually hangs up.

### TIPS:

#### Here’s what you should know:

- ◆ Medicare IS NOT sending new 2021 Medicare cards.
- ◆ You may recall that you received a new Medicare card with a new number in 2018. The new number is no longer your Social Security number.
- ◆ 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;
- Call your local police; the scammer may appear at your home;
- 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**