

### New Medicare Card SCAM

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

### What You Should Know:

*Examples of what the scammer may say:*

- "Medicare is sending new 2022 Medicare cards, and I just need your Medicare number in order to send you your new card."
- "Medicare is sending a new card because your old card is expiring".
- 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 new Medicare number so you will continue to receive benefits.
- They state your Medicare card has been compromised and you will be getting a new one.
- They call offering a new PLASTIC Medicare card.
- They offer a new Medicare card with a 'chip' and all you have to do is scan it at the doctor's office.

### TIPS:

Here's what you should know:

- ◆ Medicare IS NOT sending new Medicare cards.
- ◆ Your Medicare card does not 'expire'.
- ◆ There is no plastic Medicare card.
- ◆ There is no 'micro-chipped' Medicare card.
- ◆ Medicare WILL NOT call you and ask for personal information.
- ◆ Even though the caller has some information about you, like your doctor's name or your name and address, it does not mean the call is legitimate!
- ◆ Scammers 'spoof' Caller ID to show any number or name they need to in order 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**