



GUARD YOUR MEDICARE CARD AND PERSONAL INFORMATION

HEALTH CARE SHOULD BE A TALE OF TRIUMPH!
Protecting your Medicare card and health care information can keep foes at bay.

LURKING IN THE SHADOWS

Medicare scams focus on tricking you into giving out your Medicare number and information. Scammers steal an estimated \$60 billion every year.

SUIT UP FOR BATTLE

Be prepared for common scam scenarios:

"I need to verify your identity for your new Medicare card. I need your credit card number, too, for any small charges."

Medicare cards never expire, and you never have to pay for yours.

Scammers make a guess to help their call seem legitimate. Unless it's your doctor calling, hang up immediately.

"Your doctor suggested this equipment for your back pain, so I need your Medicare number, plus your credit card number to cover any costs."

"There's been a change in Medicare coverage, and you're getting a refund. What's your Medicare number? I also need your bank information for a direct deposit."

You would receive any refund notice in the mail. You will never be asked for your bank information over the phone.

FORTIFY YOUR CARD

Make photocopies of your Medicare card and other cards, and carry those copies with you. If you want to protect your real cards, store them in plastic sleeves at home, but don't laminate them, as that could interfere with the card's security features. If you have Medicare Advantage* or another Medicare plan, keep your Medicare card in a safe place in case you decide to switch plans.

*Some Medicare Advantage plans may come with identity theft protection.

KEEP WATCH REGULARLY

Check your Medicare statement each month. If you find a problem, call your provider or 1-800-MEDICARE (1-800-633-4227) (TTY: 1-877-486-2048).

Identity protection services can monitor your identity and notify you if there's a problem.

IF THE ENEMY COMES KNOCKING

Don't be fooled! If you receive a suspicious call, always ask for a direct number to call back. Scammers will run for the hills.

Medicare representatives will never call or come to your home, unless:

- ▶ You're already a member of a specific plan.
- ▶ You asked for a call back or were told by a representative that you would get a call back.
- ▶ You filed a fraud report.

LEAN ON YOUR REINFORCEMENTS

CARD LOST, DAMAGED, OR STOLEN?

Call 1-800-MEDICARE (1-800-633-4227) (TTY: 1-877-486-2048). You can also log into your Medicare account or visit your local Social Security office.

Get Medicare through Railroad Retirement Board benefits? Call 1-877-772-5772 (TTY: 312-751-4701).

You're not alone in this fight. Our licensed insurance agents are here to help you live happily ever after.

Medicare Support Center

at **CVS**

a non-governmental program

1-844-672-0317 (TTY: 711)

Monday – Friday 9:00 AM – 6:00 PM ET

www.MedicareSupportCenter.com

