



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:

1

*"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.*

2

*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."*

3

*"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.



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 AM–6 PM ET

www.MedicareSupportCenter.com

*According to the Senior Medicare Patrol. <https://smpresource.org/medicare-fraud/dollars-lost-to-fraud/>