

MEDICAL IDENTITY THEFT—

Medical identity (ID) theft occurs when someone steals personal information – such as a Medicare beneficiary’s name and Medicare number – and uses the information to get medical treatment, medical equipment, prescription drugs, surgery, or other services and then bills insurance (such as Medicare) for it.

To learn more about tips related to medical identity theft: <https://www.youtube.com/watch?v=SvVM8kcxANY&t=103s>

What You Should Know:

When Medicare beneficiaries fall prey to consumer scams aimed at obtaining Medicare number or any health insurance ID numbers, these numbers are considered to be “compromised” as a result of medical identity theft.

Medical identity theft can also affect beneficiaries’ medical and health insurance records. Every time a scammer uses a beneficiary’s identity to receive or bill for care/supplies, a record is created with incorrect medical information about them.

How to Read Your MSN

The Medicare Summary Notice (MSN), which provides information on Original Medicare claims, is one of the key tools that the SMP program uses for catching fraud, errors, and abuse. Reviewing and understanding MSNs is crucial for both Medicare beneficiaries and for SMPs. This 20-minute tutorial reviews the basics of how to read your MSN: <https://www.youtube.com/watch?v=1I7KvMFd1Z4>.

How to Respond:

Report potential medical identity theft if you gave out your Medicare and/or health ID number:

- o Over the phone or internet to someone offering durable medical equipment, genetic testing, COVID-19 testing/supplies, back braces, etc.
- o At a fair or other gathering as a check-in or to receive free services
- o In response to a television or radio commercial, Facebook ad, postcard, or print ad requesting a Medicare number
- o You see on your Medicare Summary Notice (MSN) or Explanation of Benefits (EOB) charges for medical services or equipment that you did not receive
- o You are contacted by a debt collection company for a provider bill you do not owe
- o You received boxes of braces, testing kits, or other medical supplies in the mail that you did not request.

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