



To: Medicare Employer Groups
Re: Coronavirus (COVID-19) Scam Response

According to the Federal Commerce Commission (FCC), criminals are using COVID-19 as an opportunity to steal identities and commit Medicare fraud. In some cases, scammers might tell Medicare beneficiaries that they'll send them a COVID-19 test, masks, or other items in exchange for their Medicare number or personal information. Your retirees should be wary of unsolicited requests for their Medicare number or other personal information.

Blue Cross and Blue Shield of Illinois (BCBSIL) Medicare members should:

- Guard their Medicare card like a credit or debit card, and report immediately if it is lost or stolen.
- Check their Medicare claims summary forms carefully for errors.
- Only share their Medicare number with participating Medicare pharmacists, primary and specialty care doctors or people they trust to work with Medicare on their behalf
- To report fraud, call us immediately at 1-800-543-0867 • TTY 711 • 24 hours a day, 7 days a week.

Medicare will never call to ask for or check a Medicare number.

In addition, the following guidelines should be followed when receiving a call, email, text or mail:

- Does it come from someone you know and trust?
- Does the offer seem "too good to be true"?
- Does it make you feel fearful or threatened?
- Is there urgency in the message to "act now before it's too late"?
- Is payment requested with the promise to give something in return?
- Is personal information requested such as Medicare, Social Security or credit card number?

If there is any doubt about the communication, delete the email or text, hang up on the caller, and destroy the mailer.

Access the latest information from the federal government at [Coronavirus.gov](https://www.covid19.gov).
For the most recent recommendations about COVID-19 scams, visit [fcc.gov/covid-scams](https://www.fcc.gov/covid-scams).

The health, safety and well-being of our members, customers, and the communities we serve, are a priority. There is nothing more important than providing accurate, timely information as we work together to get through this challenging time.

To learn more about COVID-19, our response and information for members, visit the [BCBSIL COVID-19](#) webpage.

Contact Information:

We understand and share your concern for the health of your retirees and are here to help. Please contact your account executive with questions.