

# DON'T TRUST Caller ID.

## Scammers can **FAKE IT**, even your Doctor's Phone Number!

Scammers are getting sneakier. They can now manipulate your caller ID to make it look like your doctor's office, Medicare, pharmacy or even a local hospital is calling. **This trick is called "spoofing," and it's designed to gain your trust and steal your personal information.**

### SCAMMERS MIGHT SAY:



- This is your doctor's office. Your doctor says you need a back brace, please confirm your Medicare number to proceed.
- Your test results are ready, but we need your Social Security number to verify.
- Medicare is updating your records — can you please confirm your details with a "YES" or "NO."
- This is your pharmacy. We need your date of birth and insurance information to refill your prescription.

### PROTECT YOURSELF:



- Hang up and call back using a number you trust — like the one on your doctor's website or your Medicare card.
- Don't share personal information over the phone from unknown callers.
- Do not respond to any questions, with "YES" or "NO." Instead, hang up. Medicare will never call you.
- Check your MSNs and EOBs for suspicious claims like supplies or telehealth visits you didn't receive.

If you've been contacted by a scammer or suspect Medicare fraud, report it to the NYS Senior Medicare Patrol (SMP)! **Call our Helpline at 800-333-4374.**



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