

Use Telehealth Safely

Protect Yourself from Fraud

Telehealth lets you receive healthcare by phone or video instead of an in-person visit. It's a valuable Medicare benefit when it's medically necessary & approved by your provider.



SIGNS OF FRAUD:

- Someone offers "free" monthly telehealth you didn't ask for or need.
- You see claims for Chronic Care Management (CCM) listed as telehealth services.
- Medicare is billed monthly for services you don't recognize or weren't medically necessary
- You receive remote monitoring equipment you never requested.



PROTECT YOURSELF:

- Only use telehealth recommended by your doctor.
- Read your Medicare Summary Notice (MSN) and Explanation of Benefits (EOB).
- Report services you didn't receive to the New York State Senior Medicare Patrol (SMP)
- Never share your Medicare number with unexpected callers.

REMEMBER: If someone offers "free" telehealth services or medical equipment in exchange for your Medicare number, it's a red flag for fraud. 

If you suspect Medicare fraud, contact the New York State Senior Medicare Patrol (SMP) at 800-333-4374. Our counselors are here to help!



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