

MEDICARE FRAUD ALERT

Hawaii Senior Medicare Patrol

DATE: 8/12/13

SUBJECT: Medical Alert System Scam and Robocalls

Is Hawaii Next? Montana and Texas already have reported robocall scams about medical alert systems. Here's what the scammers say:

"You're eligible for an alert system, fully paid by Medicare." **FALSE.** Most insurance companies don't pay for this equipment. If they do, only certain people qualify, and only if your health care provider recommends it.

"You or your doctor ordered a medical alert device, and now you have to pay for it, or else ..." **FALSE.** They're trying to scare you into giving out your personal information such as your Medicare number, credit card number, or bank account number.

"Press '1' to get a 'free' medical alert device." **FALSE.** This is bait to hook you into their scam. A telemarketer will come on the line and ask you for your credit card or bank account number to supposedly speed up shipping and handling. They want access to your financial accounts.

"Press '2' if you don't want future calls." **FALSE.** This tells them that your phone number works and that there's an actual person at that number. Instead of preventing calls, you actually may get more calls.

WHAT YOU SHOULD DO:

Robocalls, or unsolicited pre-recorded sales calls, are illegal if you didn't contact the company first. Chances are robocalls are scams. Here's what you should do:

- Hang up. Don't press "1." Don't press "2."
- Don't give your personal information to strangers.
- Don't pay for anything you didn't order.
- Report robocalls to the Senior Medicare Patrol (SMP Hawaii) at 586-7281 or 1-800-296-9422.

