

*The Senior Medicare Patrol is.....*

# LOOKING OUT FOR YOU

DATE: 2/28/15

2015-2

SUBJECT: HACKERS SNAG HMSA PATIENT DATA!

- ❑ A data breach at health insurer, Anthem Inc., occurred in early February 2015, and affected about 80 million customers, **including an estimated 18,000 current and former HMSA members.**
- ❑ **HMSA members who received medical care outside Hawaii may be affected.**
- ❑ Names, addresses, Social Security numbers, dates of birth and other information that can be used for identity theft were stolen.
- ❑ When hackers get hold of your medical IDs (health plan membership numbers, account numbers, Medicare numbers) and personal health information, you may become a victim of Medical Identity Theft. Hackers can use stolen Medicare numbers to bill for medical care and prescription drugs, leading Medicare to pay false claims and leaving you with bills for services you didn't receive.
- ❑ Hackers feed on anxiety and confusion. Watch out for scammers who are using this incident to con you into giving out personal information, like bank account or credit card information, to pay for services supposedly to help you. Watch out for phony websites that may look like they belong to Anthem or HMSA. Remember: HMSA and Anthem will contact you by U.S. postal mail to inform you and advise you; they will not call, email, or visit you.

## WHAT YOU SHOULD DO:

Go to the source. Call the number that's on your plan membership card or the number on the letter from HMSA or Anthem if you have questions.

Check your medical statements and financial statements to make sure no one is using your medical or financial IDs to drain monies from your accounts.

Contact the Senior Medicare Patrol (SMP Hawaii) by phone at [\(808\) 586-7281](tel:8085867281) or [800-296-9422](tel:8002969422) or by email at [smphi@doh.hawaii.gov](mailto:smphi@doh.hawaii.gov). Ask for a brochure, "Medicare Identity Theft & Fraud," for a speaker about Medical Identity Theft, or for counseling about a billing error or suspicious charges.



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