

TELEHEALTH FRAUD PREVENTION TIPS

Telehealth services include virtual office visits, psychotherapy, and certain medical services using 2-way telecommunication systems like video, telephone, or email. With the growth in Telehealth, fraudulent activities have also increased.

FOLLOW THESE STEPS TO PROTECT YOURSELF FROM TELEHEALTH FRAUD

1 GUARD YOUR PERSONAL INFORMATION

If you receive a call from someone you don't know claiming to be a medical professional and they request your personal information, don't provide it until you check with your primary care physician to ensure the request is valid.

2 LOOK OUT FOR SUSPICIOUS CHARGES

If someone informs you that 100% of the cost of a Telehealth appointment will be covered by Medicare, check-in with your provider to make sure you know what services are covered and review your Medicare Summary Notice for improper billing of items or services.

3 BE LEERY OF FREE OFFERS

If you are informed that you can submit an electronic payment or your credit card information, in exchange for free medical/lab testing, free Telehealth services, free durable medical equipment, or a free coronavirus emergency kit, HANG UP. It is a SCAM!

4 KEEP TRACK OF YOUR MEDICAL APPOINTMENTS

To help mitigate Telehealth fraud, write down all of your medical appointments to include the physician or facility's name and the date of service in your Personal Healthcare Journal or in a calendar and then compare that information to what is listed on your Medicare Summary Notice.

5 IF YOU SUSPECT TELEHEALTH FRAUD, ADDRESS IT IMMEDIATELY

Report potential Telehealth fraud if:

- You receive an unsolicited phone call from someone wanting to verify your pain symptoms.
- You receive an unsolicited phone call from someone wanting to verify your family history or medical illnesses to include cancer.

Always consult with your primary care or attending physician and review your Medicare Summary Notice.

6 GET HELP FROM SENIOR MEDICARE PATROL (SMP)

To report Medicare and Telehealth fraud, call the Virginia Senior Medicare Patrol at 1-800-938-8885 or visit virginiasmv.com.

