

March 14, 2018



## **POTENTIAL FRAUD ALERT – Telephone SCAM**

### **UnitedHealthcare Members Receiving Scam Calls**

**SCAM ALERT – Don't respond to any calls from phone numbers you don't recognize.**

It has been brought to our attention that some members have received unsolicited phone calls from Tennessee and Georgia area codes from individuals posing as UnitedHealthcare representatives. These calls have been identified as a **SCAM**. The caller from the Georgia area code used the number **678-384-4965** to make the call, and left a message to call back on **888-315-7524** and ask for UnitedHealthCare options. The caller also asked for personal information, such as the member's social security number.

Members could receive calls from other area codes claiming to be UnitedHealthcare. They should not answer/respond to any of these calls or provide any personal information.

**UnitedHealthcare does not place calls to members asking them for their social security number. Do not provide any information to these callers.**

**It is important to be diligent about any phone call that seems suspicious:**

- If you receive an unexpected call or text from any area code/phone number you don't recognize, never answer it. If it's someone with a legitimate inquiry, they will call back or leave a message.
- If you do answer it and you believe the call is suspicious, call the Member Services number on the back of your medical ID card to speak with a Customer Service Representative.
- Always be sure to review your phone bill carefully and contact your carrier about any suspicious charges.
- If you or someone you know becomes a victim of a phone scam, you can file a complaint online with the Federal Trade Commission (<https://www.ftc.gov/>) and the Federal Communications Commission (<https://www.fcc.gov/>) under the "For Consumers" tab.