

# MEDICARE FRAUD ALERT!

## I received a back brace in the mail that I don't want, what should I do?

Back brace and other medical equipment fraud typically originates from a phone call. You may have received a call asking you if you need a back brace or similar item. If you gave the caller your Medicare information, there is a good chance you are now receiving braces or other equipment in the mail. Follow the steps below to resolve this issue.

### Step 1: Did you give a caller your Medicare number?

If you gave the caller your Medicare number, that number is now compromised. Call 1-800-MEDICARE to request a new card/number. If you gave the caller other personal information like your social security number, bank info, etc. contact your financial institutions and other relevant agencies.

### Step 2: If the supplies are not wanted, report it and return the items

If you have received supplies you don't want, don't need, or didn't order call 1-800-Medicare. Tell Medicare what has occurred. Medicare will check to see if a claim has been filed and processed, ask for the Medicare Summary Notice (MSN) to be sent to you.

Return the items:

- Call the supplier and ask for a return label and/or pick up receipt.
- Return the supplies.
- Keep PROOF of everything, especially the return information/receipts.
- WATCH MSN's to see if Medicare has paid for the supplies.
- Be prepared for more packages and more phone calls.
- **Do not answer suspicious calls! Some callers may try to collect money. Just hang up.**

### Step 3: Watch Medicare Summary Notice's for adjusted, reversed or additional payments.

If the Medicare payment to the supplier is not adjusted/reversed in a reasonable amount of time after the return, call the Nebraska SHIIP to file a fraud report with Medicare. If and when it is resolved, a new Medicare Summary Notice (MSN) should be available as proof of resolution.

**Help us protect Medicare from fraud and abuse!**  
**Report any suspected Medicare Fraud to the**  
**Nebraska SHIIP by calling 1-800-234-7119.**



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