



# NYS Senior Medicare Patrol FRAUD ALERT!

## Medical Braces Scam: Be Aware! THE SCAM:

You are bombarded with phone calls at home, often from Robocallers. If you pick up the phone, they will say things like, "We hear you need a back brace, Medicare will pay for it." A few days later, you receive boxes of knee and back braces that you did not order and did not need.

The Senior Medicare Patrol sees many cases where back, neck, & knee braces are ordered from out of area providers and doctors that the beneficiary has never heard of.

### REMEMBER:

- Only YOUR Doctor can prescribe any type of medical brace for you.
- If you answer the phone, and hear a Robocaller, do not stay on the line and hang up immediately.
- Don't answer any questions or give out any personal information or your Medicare number.

## WHAT SHOULD YOU DO IF YOU RECEIVE ANY BRACES?

- Contact StateWide, your NYS Senior Medicare Patrol at **800-333-4374**. We can help you with what to do next.
- Report receiving the braces as fraud to 1-800-MEDICARE as soon as possible.
- Contact the supplier about returning the braces. You should not have to pay for the return.
- If you return the item, keep the mail receipt and tracking number.
- Check your Medicare Summary Notice to see the name of the ordering provider. Tell 1-800-MEDICARE if you have never visited this person.
- Review your Explanation of Benefits paperwork for items that appear that you did not order or receive and report any discrepancies immediately.
- If you suspect Medicare fraud, errors, or abuse, address it immediately by calling **800-333-4374**.

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