Call · Text · Email

Medicare Impostor Stop Card

Real Medicare doesn't call, text or email out of the blue for your numbers. Impostors do, and they put "Medicare" right on the caller ID. One check for each way they reach you.

1 Call? Hang up.

Caller ID is easy to fake. Then call 1-800-MEDICARE (1-800-633-4227), a number you looked up yourself. Never call back a number the caller gave you.

2 Text or social media message? Don't reply. Don't tap the link.

If it's about your Medicare, go to Medicare.gov yourself, or call 1-800-MEDICARE.

3 Email? Read the address to the very end. Don't click. Go to Medicare.gov yourself.

Look past the name in bold type to the actual email address. Then read the very last part, after the @ sign.

Real **medicare@subscriptions.medicare.gov**

Fake **notice@medicare.gov.card-renew.example**

Dot G-O-V belongs to the United States government. A right-looking address is a good sign, not a guarantee, so still don't click.

Medicare will never...

"...unexpectedly call, email, text, or message you on social media to ask for your Medicare, Social Security, or bank account numbers." — *Federal Trade Commission* And Medicare sends new cards **automatically, for free**. A caller who wants a fee for a "new card" is not Medicare.

Letter-size paper (8.5 × 11 inches). Free to print and share. Education, not legal, medical, or financial advice.

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Exhibit A · the four questions

Cross-examine it, then report it

Put any “Medicare” call, text or email on the witness stand. If it fails, it’s a scam. Case closed.

The four questions

1. **What does it want you to do?**
   Read out a number? Pay a fee? That’s the tell.
2. **What pressure is it using?**
   A deadline. Fear of losing coverage. “Medicare” on the caller ID.
3. **How do I check it myself?**
   Without using anything it gave you: hang up, then call 1-800-MEDICARE.
4. **Already acted?**
   You were targeted by professionals. Follow the steps on the right.

Already acted? In this order

1. **Gave bank information?**
   Call your bank right away, using the number on your card.
2. **Gave your Medicare number?**
   Call 1-800-MEDICARE and tell them.
3. **Clicked a link or typed a password?**
   Change that password, and anywhere you reused it.
4. **Tell someone you trust.**
   Smart, careful people get caught. That’s why these work.

Report it (even if you lost nothing)

Senior Medicare Patrol (helps people with Medicare spot and report fraud)
1-877-808-2468

Fake email? Forward it to the Anti-Phishing Working Group, then delete it
reportphishing@apwg.org

Federal Trade Commission
ReportFraud.ftc.gov

Medicare, 24 hours a day (except some federal holidays)
1-800-MEDICARE
1-800-633-4227 · TTY (text telephone) 1-877-486-2048

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Cut · keep · share

Your pocket Impostor Stop Cards

One for your wallet, one by the phone, one by the computer, and one for a friend. Each card is 3.5 × 2 inches.

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Put me by the phone, and one next to the computer.

"Read it the way a lawyer reads a contract: all the way to the end."

– Gay Carroll-Haring, J.D., retired lawyer

Gay will never ask you for passwords, verification codes or money. Not in comments, not in messages, not anywhere. Anyone who does is not her.

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