

## Avoid Health Care Telephone Scams

There has been a reported case of a retired Empire Plan enrollee who was approached via telephone by a caller who indicated that they worked for UnitedHealthcare (UHC). This caller said that she was looking to obtain the retiree's checking account routing number. The caller told the retiree that, with this information, she would withdraw \$349 from the retiree's checking account and then the retiree would no longer have to pay their health insurance premium. Fortunately, the retiree did not give the information and immediately contacted UnitedHealthcare's Customer Care Staff. This information was passed along to the Manager of UHC's Special Investigations Unit, who then contacted the retiree to gather additional information.

If you receive any calls of this nature, please be advised that neither The Empire Plan nor UHC ever solicits bank account information from any enrollee. **Under no circumstances should you provide this information if you are asked for it.** Also, if you receive a call that resembles this call, try to determine the name of the company the caller represents, the address or any other information that would be useful to report to UHC's Customer Care Staff at 1-877-7-NYSHIP (1-877-769-7447).

Progress is slow in isolating and shutting down these caller hubs, but aware and alert enrollees will know enough to avoid becoming a victim of this type of telephone scam.