

March 13, 2018



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

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

**SCAM ALERT – Don't answer any call from the following phone number: 678-384-4965**

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

**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.