



Beware of Telemedicine Offers From Unfamiliar Medical Providers!

Telehealth or Telemedicine refers to a patient's visit with their medical provider via computer, telephone, or another electronic device. They are particularly helpful for those who are housebound and during inclement weather. Telehealth appointments are not meant to replace all in-person visits. Deciding to take a telehealth appointment should be a discussion between you and your doctors.

As a result of the novel coronavirus pandemic, telehealth services have expanded exponentially. Medicare extended coverage of telehealth services to allow beneficiaries to access their providers from the safety of their home. Telehealth visits are billable, and we all need to do our part to better understand how telemedicine works.

As telehealth expands, so does the potential exposure to fraud.

- If you are contacted by anyone other than **your medical provider** offering you a telehealth appointment, free testing, treatment or supplies, hang up. It is a scam!
- Be sure your telehealth appointment is being scheduled by one of **your medical providers**.
- Be sure to **write down** all your telehealth appointments in your MA SMP Personal Healthcare Journal so you can **review and compare** them to your Medicare Summary Notices, Explanation of Benefits, and other billing statements. To order your free personal healthcare journal call 800-892-0290 and ask for the MA SMP Program.
- Be sure to report any suspicious telemedicine offers or improper billings to the MA SMP Program's Report-A-Scam Line at 1-978-946-1243 or at ReportAScam@MASMP.org.

Remember: Never give your Medicare number, your bank account information, your credit card numbers, your Social Security number, or any other personal information to anyone you do not know and trust.

For additional guidance call the Massachusetts Senior Medicare Patrol (SMP) Program at 800-892-0890 or visit www.MASMP.org.

