



BEWARE OF TELEMEDICINE OFFERS FROM UNFAMILIAR MEDICAL PROVIDERS!

Telehealth or **Telemedicine** refers to patients' visits with their medical providers 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 health care providers.

As a result of the 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 homes. 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. **Beware!**

- If you are contacted by anyone other than your **medical providers** 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 and record** all of your healthcare appointments in your personal health care journal so you can review and compare your entries against your Medicare Summary Notices, Explanation of Benefits, and other billing statements. To order a free copy of the MA SMP Program's new health care journal, "My Health Care Tracker," visit www.MASMP.org or call 800-892-0890 and ask for the MA SMP Program.
- Be sure to **report any suspicious** telemedicine offers or improper billing to the MA SMP Program's Report-A-Scam Line at 1-978-946-1243 or at ReportAScam@MASMP.org.
- For additional guidance or to speak with an MA SMP Program representative call 800-892-0890 or visit www.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.

