

Alabama Medicaid Warns Recipients of Potential Scam

A new telephone scam aimed at obtaining personal and bank information from Medicaid recipients has been reported in Alabama. The recent fraud attempts involve calls from people posing as Medicaid eligibility workers who ask for personal and financial information in order to send out a new identification card, according to Medicaid Deputy Commissioner for Beneficiary Services Lee Rawlinson.

"All Medicaid recipients should be aware that the Alabama Medicaid Agency workers will never call and ask recipients for bank account numbers, cash payments over the telephone," Ms. Rawlinson said. "Recipients should never give this information to anyone who calls on the telephone."

Any fraudulent contacts or any questionable activity should be reported to the Agency's Fraud Hotline by calling 1-866-452-4930 toll free.

To avoid becoming a victim of fraud, Medicaid recipients should:

- Always keep personal information, such as a Medicaid and/or Medicare number, safe. Treat it just like a credit card or bank account number.
- Remember that Medicaid cards are replaced free-of-charge. Medicaid will never call a recipient and tell them that they will lose their benefits if they do not pay for a new card. To replace a Medicaid card, call toll-free 1-800-362-1504.
- Never allow anyone to come in your home uninvited.
- Call Medicaid at (334) 242-5000 if you have any questions or concerns.

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