

Medical Equipment Scam Prevention Checklist

When You Receive Unsolicited Contact About Medical Equipment

Red Flags to Watch For:

- ☐ Someone calls or contacts you out of the blue offering "free" medical equipment
- ☐ They claim you "qualify" for equipment without any medical evaluation
- ☐ They pressure you to make an immediate decision ("offer expires today")
- ☐ They ask for your Medicare number over the phone
- ☐ They say "no doctor visit required" for Medicare-covered equipment
- ☐ They ask only generic health questions like "Do you ever have back pain?"
- ☐ They emphasize that everything is "completely free" with no out-of-pocket costs

Your Immediate Response:

- ☐ Do NOT provide your Medicare number, Social Security number, or personal health information
- ☐ Do NOT agree to receive any equipment during the call
- ☐ Hang up if you feel pressured or uncomfortable
- ☐ Write down the company name and phone number they provided (if any)

Before Working with ANY Medical Equipment Supplier

Essential Verification Steps:

- ☐ Confirm your doctor has prescribed the specific equipment
- ☐ Verify the supplier is Medicare-approved using Medicare.gov or calling 1-800-MEDICARE
- ☐ Ensure you have written documentation/prescription from your healthcare provider
- ☐ Review what equipment you're receiving and confirm it matches your prescription
- ☐ Sign paperwork only after reading and understanding what you're agreeing to receive

Protecting Your Medicare Information

Security Best Practices:

- ☐ Only share your Medicare number with healthcare providers YOU chose to work with

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- ☐ Never give your Medicare number to someone who contacts you first
- ☐ Treat your Medicare number with the same security as your Social Security number
- ☐ Keep your Medicare card in a secure location
- ☐ Review your Medicare Summary Notices for any equipment you didn't order

If You Suspect You've Encountered a Scam

Immediate Action Items:

- ☐ Stop all communication with the suspicious company
- ☐ Do not accept any deliveries of medical equipment you didn't order through your doctor
- ☐ Call the company back using a number you find independently (not one they provided)
- ☐ Report the incident to Medicare's fraud hotline: 1-800-HHS-TIPS
- ☐ Contact your healthcare provider to discuss any legitimate medical equipment needs
- ☐ Monitor your Medicare Summary Notices for unauthorized charges

Monthly Medicare Account Monitoring

Regular Review Tasks:

- ☐ Check your Medicare Summary Notice when it arrives
- ☐ Look for any medical equipment or supplies you didn't receive
- ☐ Verify that all listed services and equipment were actually provided
- ☐ Report any suspicious or incorrect charges immediately
- ☐ Keep records of all legitimate medical equipment you receive

Legitimate Medical Equipment Process Reminder

How It Should Work:

- ☐ Process starts with YOUR healthcare provider during a medical appointment
- ☐ Doctor evaluates your medical needs and determines if equipment would help
- ☐ Doctor writes a prescription for specific medical equipment
- ☐ You or your doctor contacts a Medicare-approved supplier
- ☐ Supplier verifies prescription and processes Medicare paperwork
- ☐ Equipment is delivered with proper documentation
- ☐ You receive Medicare Summary showing the transaction

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Share This Knowledge

Help Protect Others:

- ☐ Share these red flags with family members and friends
 - ☐ Discuss Medicare scam prevention with other seniors in your community
 - ☐ Report scam attempts to help protect other Medicare beneficiaries
 - ☐ Stay informed about new scam tactics through trusted resources like Cyber Smart Seniors
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Remember: Legitimate medical equipment always starts with YOUR doctor, never with a phone call from a stranger. When in doubt, hang up and call your healthcare provider first.

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