

Agent Alert



March 12, 2021

COVID-19 vaccine fraud alert

We have been alerted that schemes around vaccine distribution are increasing as vaccines are more widely available. These may include telemarketing calls, fraud perpetrated through social media platforms, and door-to-door visits by people claiming to be vaccine providers. The people behind these schemes may request personal information from beneficiaries that could be used to fraudulently bill Medicare or other federal health care programs. Use of unapproved vaccines may also cause harm to anyone who takes them.

COVID-19 vaccine schemes could include the following:

- Advertisements or offers for early access to a vaccine for a fee
- Requests asking beneficiaries to pay out of pocket for vaccine or to put their names on a COVID-19 vaccine waiting list
- Offers to undergo additional medical tests or procedures when beneficiaries receive a vaccine
- Offers to sell and/or ship doses of a vaccine, domestically or internationally, in exchange for payment
- Unsolicited emails, telephone calls, or personal contact from someone claiming to be from a medical office, insurance company, or COVID-19 vaccine center who requests personal and/or medical information to determine eligibility to participate in clinical vaccine trials or obtain the vaccine
- Claims of FDA approval for a vaccine that cannot be verified
- Advertisements for vaccines through social media platforms, email, telephone calls, online, or from unsolicited and unknown sources
- People contacting beneficiaries in person, by phone, or by email to tell them the government or government officials require them to receive a COVID-19 vaccine.

Remind beneficiaries to protect their personal information, including insurance information. Beneficiaries who believe they have been the target of fraud should contact customer service at [1-888-832-0075](tel:1-888-832-0075) (TTY: [711](tel:711)), 8 a.m. to 8 p.m., daily, local time

Please reference and share these fraud prevention tips from Medicare:

- [COVID-19 information for members of MedicareBlue Rx](#)
- [Fraud, waste and abuse information from MedicareBlue Rx](#)
- [Tips to prevent fraud \(webpage\)](#)
- [Rules for Medicare plans \(webpage\)](#)
- [Medicare & You: Preventing Medicare fraud \(video\)](#)

Questions? Call a Broker Help Desk

If you have questions, want to enroll an applicant by phone or help a member make a change, please contact the appropriate agent help line:

- MedicareBlue Rx pre-enrollment toll free at **1-866-464-3919**
- MedicareBlue Rx post-enrollment toll free at **1-866-849-2498**

Coverage is available to residents of the service area or members of an employer or union group and separately issued by one of the following plans: Wellmark Blue Cross and Blue Shield of Iowa*; Blue Cross and Blue Shield of Minnesota*; Blue Cross and Blue Shield of Montana*, a division of Health Care Service Corporation, a Mutual Legal Reserve Company; Blue Cross and Blue Shield of Nebraska*; Blue Cross Blue Shield of North Dakota*; Wellmark Blue Cross and Blue Shield of South Dakota*; and Blue Cross Blue Shield of Wyoming*.

*Independent licensees of the Blue Cross and Blue Shield Association.