



# Quick Facts About Medicare Prescription Drug Coverage and Protecting Your Personal Information

## Protect Yourself from Identity Theft and Fraud

Identity theft is a serious crime that happens when someone uses your personal information without your consent to commit fraud or other crimes. Your personal information can include your name; Social Security, Medicare, bank account, or credit card numbers. Medicare is working hard to protect you from identity theft. To help protect yourself when dealing with plans and others about Medicare prescription drug coverage,

**Keep all personal information, such as your Medicare number, safe.**

- Protect your Medicare number as you would your credit card information.
- Don't give out your personal information until you are sure that a person is working with Medicare and their product is approved by Medicare. Remember that if you decide to join a Medicare Prescription Drug Plan, you will have to give your Medicare number.

**Know the rules about when someone can ask for your personal information.**

Here are some rules from Medicare to help protect you:

Medicare Prescription Drug Plans

- can't charge a fee to enroll in a plan.
- can't send you unwanted emails.

People who are really working with Medicare

- can't come to your home uninvited to sell or endorse any Medicare-related product.
- can call you to tell you about Medicare drug plans, but they can't call if you've placed your telephone number on the FTC's Do Not Call Registry. Call 1-888-382-1222 or visit [www.donotcall.gov](http://www.donotcall.gov) on the web for more information about the registry.
- can't enroll you into a drug plan over the telephone unless you call them, or unless you are adding prescription drug coverage to a Medicare Advantage Plan or other Medicare Plan you already have. Note: Medicare Health Plans that are offering demonstrations or pilot programs are allowed to call you to see if you want to join. Call 1-800-MEDICARE (1-800-633-4227) for more information about demonstrations and pilot programs.
- can't ask for payment over the telephone or web. The plan must send you a bill.



*Know the rules about when someone can ask for your personal information. (continued)*

Remember, Medicare doesn't recommend one product over another.

Call 1-800-MEDICARE (1-800-633-4227) if you aren't sure about Medicare's rules, if any of these rules appear to be broken, or to verify that a Medicare drug plan is legitimate. **Don't respond to anyone or any material that breaks Medicare rules.**

**Know who you can trust.** Most people are honest and want to help you make health care decisions that are best for you. Only give out your personal information to someone you trust or to a doctor or supplier approved by Medicare.

You can trust and get help from

- family and trusted friends,
- senior centers and other local organizations working with Medicare,
- State Health Insurance Assistance Programs (call 1-800-MEDICARE (1-800-633-4227) or visit [www.medicare.gov](http://www.medicare.gov) on the web to get the telephone number),
- 1-800 MEDICARE (1-800-633-4227) (TTY users should call 1-877-486-2048), or
- [www.medicare.gov](http://www.medicare.gov) on the web.

**If you think someone is misusing your personal information, call**

- 1-800-MEDICARE (1-800-633-4227) (TTY users should call 1-877-486-2048), or
- the Fraud Hotline of the HHS Office of the Inspector General at 1-800-447-8477, or
- the Federal Trade Commission's ID Theft hotline at 1-877-438-4338 to make a report (TTY users should call 1-866-653-4261).

If you feel like you are in danger for any reason, call your local police department immediately.

**Note:** If you filled out an application for extra help and there is missing information, someone from SSA may contact you to ask for the missing information. They will only ask you for the information that's missing from the application.

If you lose your Medicare card or it's stolen, or if you need a new Social Security card, go to [www.socialsecurity.gov](http://www.socialsecurity.gov) on the web or call Social Security at 1-800-772-1213. TTY users should call 1-800-325-0778. If you get benefits from the Railroad Retirement Board, call your local RRB office or 1-800-808-0772 or visit [www.rrb.gov](http://www.rrb.gov) on the web.

For more information, about how to protect yourself from identity theft, look at [www.consumer.gov/idtheft](http://www.consumer.gov/idtheft) on the web.

*My Health.  
My Medicare.*