

California Senior Medicare Patrol

Medicare Fraud Alert

September 2015

Beware of Agents Pressuring You to Switch Plans

We're getting reports of aggressive behavior from some insurance agents who are pressuring people to switch plans. These agents tell beneficiaries they "must" change plans to keep their doctor, and/or that they must change plans each year. This is false information and is a red flag. Such aggressive behavior comes from having more interested in making a commission, rather than serving the person's best interest.

Some things to remember:

- Do not move out of your Medicare plan unless you want to.
- Do not sign any forms if you don't want to.
- Do not give out your Social Security or Medicare number to strangers.
- Beware of unsolicited phone calls or knocks at your door. If you don't know the person, don't open your door. Some agents claim to be from Medicare. Medicare will not call you or come to your home.
- Some agents call pretending to represent your doctor or clinic. They will tell you that you MUST change plans to keep your doctor. Check with your doctor's office before signing anything.
- If you do get tricked to switch your plan, report it immediately! It can be fixed!

What can you do?

If you or someone you know comes across such aggressive behavior from an agent, call the [Senior Medicare Patrol](tel:1-855-613-7080) at 1-855-613-7080. If you need help with your enrollment, call the [Health Insurance Counseling and Advocacy Program \(HICAP\)](tel:1-800-434-0222) at 1-800-434-0222.

Visit: cahealthadvocates.org.

Thank You!

