



Phone Scam Warning

January 2021

Blue Cross Blue Shield of Michigan and Blue Care Network are warning members of new phone scams in which callers attempt to obtain personal or health insurance information. Do not provide your personal information or respond to any phone prompts from a caller requesting those details. If you receive a call asking for your personal information and health insurance ID number, hang up immediately.

Since mid-December 2020, many members have reported receiving calls in which people attempt to obtain this information. The fraudulent callers claim they are from a pharmacy network representing Blue Cross or another health plan, and then they offer to mail over-the-counter vitamins, medicine and ointments to a member's home at no cost.

These phone calls are not part of a Blue Cross or BCN program. They appear to be malicious or fraudulent attempts to gain personal information or health insurance ID numbers to bill for high-cost medication and supplies. We do not share medical or prescription information with unauthorized third parties, and there was no breach of our confidential data. Members of other health plans are also receiving these calls.

Blue Cross is working with the FBI and Michigan attorney general's office to investigate these calls and their source.

The callers may have your name, address and even date of birth but be trying to get your Blue Cross ID or contract number and primary care doctor's name. They're offering free over-the-counter medications, including:

- Vitamin D
- Vitamin B-12
- Probiotics
- Heart burn relievers
- Skin rash creams
- Antibiotic ointment
- Cough medicine
- Pain medicine like ibuprofen and acetaminophen
- Scar cream
- Cold sore ointment
- Anti-fungal creams for nails or athletes' foot
- Pain creams

Members should ask their health care providers if they have questions about medications or medical supplies. For more information, [see our blog on this issue](#).

You may report suspicious calls to our fraud hotline at 1-844-STOP-FWA (786-7392).