

PROTECT WHAT YOU EARNED

SAFEGUARD YOUR MEDICAL RECORDS FROM TELEMARKETING SCAMS AND IDENTITY THEFT

THE SCHEME

Scammers target Veterans through marketing scams and ads to get your personal information (i.e. Social Security Number, Date of Birth or Veteran health benefits information) to falsely bill VA for services, supplies, or tests either never provided or not needed.

With access to health insurance details, including VA health numbers, criminals create false medical conditions, appointments, and services. This enables them to bill insurance programs, all of which becomes part of your medical history.

COMMON MARKETING SCAMS: HOW THEY CONTACT YOU

- ⚠️ Sending medical equipment, supplies, or genetic test kits in the mail that you or your health care provider did not order
- ⚠️ Phone calls
- ⚠️ Texts
- ⚠️ Internet ads

Scammers use traditional identity theft practices to trick you into sharing your information. Do not give your information to companies or individuals you do not fully trust.



STAY SMART AND SAFEGUARD YOUR INFORMATION

- » Be suspicious of “free” or “too good to be true” marketing offers.
- » Coordinate your healthcare needs through your VA provider.
- » Check your appointments and medical records in [My HealthVet](#), VA’s secure online platform.
- » Review the Explanation of Benefits (EOB) you receive in the mail from your health insurance provider.
- » Never share your Social Security Number, VA account information, or other personal details with parties you do not fully trust.

SEE SOMETHING. SAY SOMETHING.

🔔 Criminal activity:

VA Office of Inspector General:
VA OIG Hotline

📞 (800) 488-8244

🌐 <https://www.va.gov/oig/hotline/>

🔔 General instances of non-compliance, including potential fraud, waste and abuse:

Office of Integrity and Compliance Helpline
24 hours a day, 7 days a week

📞 (866) 842-4357 (VHA-HELP)

✉️ VHAOICHelpline@va.gov

VA



U.S. Department of Veterans Affairs
Veterans Health Administration