



County of San Bernardino  
Department of Aging and Adult Services  
(DAAS)

# SCAM ALERT

## **Scam: Telemarketing by Durable Medical Equipment Suppliers Target: Medicare Customers**

The Social Security Act Section 1834 contains a section that prohibits Durable Medical Equipment Suppliers from making unsolicited calls to Medicare beneficiaries unless one of three specific exceptions exist:

1. The Medicare beneficiary has given the supplier written permission to telephone.
2. The supplier is following up on medical equipment that was previously provided to the beneficiary.
3. The supplier has provided at least one covered item to the beneficiary within 15 months preceding the telephone call.

### **Scam: Unsolicited Durable Medical Equipment calls!**

Payments to suppliers who contact Medicare beneficiaries without one of the exceptions are invalid and are considered a form of fraud.

If you believe you may be a victim of or have observed Medicare fraud, report it immediately by:

- Telephone: 1-800-447-8477
- TTY: 1-877-486-2048
- E-mail: [hhstips@oig.hhs.gov](mailto:hhstips@oig.hhs.gov)
- Internet: [http://oig.hhs.gov/report\\_fraud/OIGFraudForm.asp](http://oig.hhs.gov/report_fraud/OIGFraudForm.asp)
- U.S. Mail: HHS Tips Hotline  
P. O. Box 23489  
Washington, DC 20026

**If you think you may be a victim of a scam, contact  
San Bernardino County Adult Protective Services (APS)  
at 877-565-2020, or your local police department.**