

PROVIDER NETWORK

Fraud Alert: Fake Fax Requests Targeting Medicare Providers

The Centers for Medicare and Medicaid Services (CMS) and the Investigations Medicare Drug Integrity Contractor (I-MEDIC) have identified a fraudulent fax scheme targeting healthcare providers. These faxes impersonate official CMS communications to unlawfully obtain patient medical records.

What to Watch For:

- Use of official-looking headers to appear legitimate (e.g., CMS or NARA).
- Urgent language demanding all patient records within 72 hours.
- Lack specific patient names, dates or services.

What Legitimate CMS Requests Look Like:

- Sent via Additional Documentation Requests (ADRs).
- Clearly identify specific patients, dates and services.
- Allow 30–45 days for response.

Recommended Actions:

- Do not respond to suspicious fax requests.
- Report any verified scams via the Health Plan Management System Program Integrity portal.

Stay alert and protect patient data.

Louisiana Blue members or providers who think they have been a victim of this scam, any type of fraud or had an attempted scam can make reports to the insurer's Fraud Hotline at 1-800-392-9249. You can also report suspected fraud at <https://Tips.FBI.Gov> or <https://IC3.Gov> or 1-800-CALL-FBI (225-5324).