

To MCEs

From: ODM

Date: April 4, 2023

Re: Medicaid member alert regarding increase in fraud attempts

Medicaid managed care partners,

We have received alerts from Ohio Medicaid members and other state Medicaid agencies regarding fraud attempts by bad actors. Individuals are contacting members by phone, text, and mail with messages regarding their Medicaid benefits, requesting either payments, or access to financial information. In one state, a member received what appeared to be a renewal packet, as it was sent in the same format/branding used by the state.

With increased awareness of Medicaid's return to normal eligibility operations, members are a prime target for these fraud activities. To that end, please help us alert members of the increase in these efforts, reminding them to always be cautious before releasing any personal or financial information.

Below are two similar boilerplate messages for use on member portals, email communications and more. Similar messages now appear on Ohio Medicaid's website as well as eligibility systems and portals members access to manage their benefits.

MEMBER FRAUD ALERT BOILERPLATES

MEDICAID FRAUD WARNING: Criminals are targeting Medicaid recipients for sensitive, personal, and financial information. If you get a call, text, or email about Medicaid benefits that ask for payment, bank, debit, or credit card information, **do not respond**. They're not from the State of Ohio or any agency. Instead, report it to Ohio Attorney General at 800-282-0515, or <https://www.ohioprotects.org>.

WARNING: Criminals are targeting Medicaid recipients telling them they need to make payment to retain Medicaid coverage. If you get a call, text, or email, asking for money or payment to maintain your Medicaid benefits – **it's a SCAM**. These are not generated by the state or any county agency. Please report all fraud attempts to Ohio Attorney General at 800-282-0515, or <https://www.ohioprotects.org>.

We appreciate your support in protecting Ohio Medicaid members from becoming victims of these or any fraud attempt.