

Please be Aware of Fraudulent Requests for Medical Records.

Wellcare has been alerted that fraudulent faxes are being sent to our providers.

This phishing scheme involves faxing a Wellcare-branded medical record request to obtain member records and physician signatures. In some cases, these fraudulent faxes have been followed-up with harassing phone calls.

Please be advised that *Wellcare will never request a physician's signature* when sending a medical records request.



How to recognize a fraudulent fax request.


Here are some things to look for when receiving a request for medical records (or any other protected information) seemingly from Wellcare that could indicate a scam request:

- ✓ Requests for a physician signature.
- ✓ Missing authorization number for the submission request.
- ✓ Grammatical and/or spelling errors.
- ✓ Use of an outdated or skewed logo or other messy images.
- ✓ No explanation for the purpose of the request.
- ✓ Request records for just one visit or for members whom you have never seen.
- ✓ Invalid contact information, especially inactive phone/fax numbers that do not align with contact information listed on our websites, EOPs or billing manuals.

Please contact us if you are targeted.

If you believe you may have received one of these scam faxes, or ever receive other suspicious requests, please contact your Provider Engagement Representative or call our Fraud, Waste & Abuse hotline at **1-866-685-8664**.

We also ask that you save copies of any suspicious faxes (or other communications) that may assist us to investigate and take appropriate action.

 **Thank you for helping us to ensure that critical data remains safe!**