



How it Works: Scammers manipulate caller ID to display our clinic's name or number (or that of a hospital, insurer, or pharmacy).

The Goal: To trick patients into divulging sensitive information (Social Security Numbers, Medicare IDs, financial details, health conditions) or making fraudulent payments.

Patient Impact: Financial loss, medical identity theft, anxiety, and erosion of trust.

►► **Red Flag:** Unexpected calls asking for immediate payment or extensive personal details. **Our staff will rarely ask for full SSN or credit card information over an unsolicited call.**

KEY DEFENSE



Ensure that patients understand that Caller ID is **NOT** a security feature. Emphasize that they should hang up and call the published office number if they ever have any concerns.