

To: IEHP Medicare Providers
From: Provider Relations
Date: July 23, 2023
Subject: **ALERT: Medicare Fraud Scheme Involving Phishing Fax Requests!!**

CMS shared with managed care plans that **faxes are being sent to providers demanding all member information and medical records for Medicare members.**

The requests include verbiage demanding information within a 72-hour deadline and appear to include CMS or National Archives and Records Administration (NARA).

If you have received these scam notices for IEHP members, please contact IEHP's Special Investigations Unit via the Compliance Hotline or other contact methods below.

Please note: Occasionally you may receive a fax from IEHP, but it will be on our letterhead and followed up by a call from a team member, who will identify themselves and request additional documentation be faxed or sent via the Portal. We will never send a threatening notice demanding information.

IEHP has the following resources available for reporting Fraud, Waste or Abuse, privacy issues, and other Compliance issues:

Compliance Hotline: 1-866-355-9038
Fax: 909-477-8536

E-mail: compliance@iehp.org

Mail:
IEHP Compliance Officer
P.O. Box 1800
Rancho Cucamonga, CA 91729-1800

If you are receiving this notice via email, click on the links below to submit an online report:

[Report a Privacy Issue](#)
[Report a Fraud, Waste, or Abuse \(FWA\) Issue](#)
[Report Other Compliance Issues](#)

If you have any questions, please contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org

All IEHP communications can be found at: www.providerservices.iehp.org > News and Updates > Notices