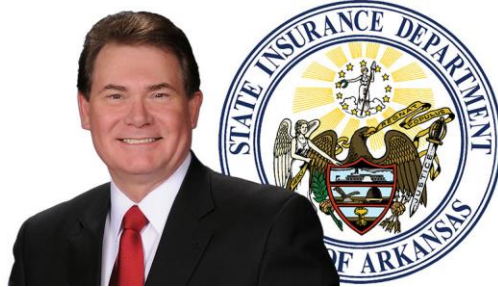


# Arkansas Insurance Department

## NEWS RELEASE

*Allen Kerr  
Insurance Commissioner*



FOR IMMEDIATE RELEASE

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## CONSUMER ALERT: New Medicare Cards Coming

*AID's SHIP staff ready to be a 'trusted, local source' for Arkansans*

LITTLE ROCK – Arkansas Insurance Commissioner Allen Kerr today released the following statement alerting Arkansas Medicare beneficiaries that new cards will be arriving this week in the mail and encouraging Arkansans to protect themselves from scammers:

“The new Medicare cards no longer contain Social Security Numbers in order to better protect Arkansas beneficiaries from identity theft. There are no fees for the new cards and there is no reason for anyone to call you over the phone to verify any information. AID’s Senior Health Insurance Information Program (SHIP) is ready to serve Arkansans as a trusted, local source to answer any questions about the new cards and protect citizens from scammers.”

Kerr offered these tips for Arkansans once they receive their new Medicare card:

- When you get your new card, destroy your old card, throw it away and start using the new one immediately.
- Your new Medicare number is unique to you.
- Guard your card’s information. Only provide your new number to health care providers, insurers, or people you trust. Your health care providers know the new cards are coming.
- Keep your Medicare Advantage Card.
- Arkansans with questions about their Medicare benefits can visit our SHIP page at <https://insurance.arkansas.gov/pages/consumer-services/senior-health/> or call us at **800-224-6330**.

Kerr reminds Arkansas Medicare beneficiaries that the new cards are free and that no one from Medicare or other government agencies will ever ask for your personal information over the phone.

“If someone calls claiming they need your new Medicare number to collect a fee, update your account, get a new card, or send Medicare benefit information, hang up immediately as it is a scam,” Kerr said. “If you need help with Medicare, contact the Arkansas SHIP office at 1-800-224-6330, or call Medicare at 1-800-MEDICARE.”

For more information on the Arkansas Insurance Department, please visit <http://insurance.arkansas.gov>, follow us on Twitter at <http://twitter.com/ARInsuranceDept> and Facebook at <http://www.facebook.com/ArkansasInsuranceDepartment>.