

Blue Cross® and Blue Shield® of North Carolina (Blue Cross NC) | Healthy Blue + MedicareSM (HMO-POS D-SNP)

Phishing Scam Alert — Impersonating CMS

We are alerting you to a phishing scam currently targeting Medicare providers. Malicious actors are impersonating representatives from CMS to obtain members' Protected Health Information (PHI).

What's Happening

Scammers are contacting providers by fax and email while impersonating CMS. They may request information about specific members or claim they need immediate access to PHI for audit or regulatory purposes. These are fraudulent attempts to obtain sensitive data. Read [Crushing Fraud, Waste, & Abuse \(cms.gov\)](#) for more.

Important Reminder

CMS never contacts providers directly to request individual members' PHI. All legitimate CMS communications come through established, secure channels.

How to Recognize the Scam:

- Communications claiming to be from CMS with urgent or alarming messages
- Requests for PHI, medical records, or login credentials
- Unfamiliar sender addresses, phone numbers, or email domains
- Poor grammar, misspellings, or suspicious-looking attachments/links

What You Should Do:

- Do not share member PHI or any confidential information in response to unsolicited CMS requests.
- Do not click on any suspicious links or download unknown attachments.
- Verify the sender through official CMS or internal Blue Cross NC channels before responding.
- Work with your [medical review contractor \(cms.gov\)](#) to verify the request.
- Report suspicious communication to your IT security team.

We urge you to remain vigilant and share this information with your staff to help prevent data exposure.

<https://bluecrossnc.com/providers/networks-programs/blue-medicare/healthy-blue-medicare>

Blue Cross and Blue Shield of North Carolina Senior Health, DBA Blue Cross and Blue Shield of North Carolina, is an HMO-POS D-SNP plan with a Medicare contract and a NC State Medicaid Agency Contract (SMAC). Enrollment in Blue Cross and Blue Shield of North Carolina Senior Health depends upon contract renewal.

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