

Patty's Points



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On occasion, Florida Blue call members to let you know about care and support services that can help you stay healthy and often save money. When we do call, you don't have to simply trust what you see on your caller ID: We'll tell you not only that it's us but also why we're calling before we ask for any personal information.

Here's how to know if it's us.

When we call you, to comply with privacy laws we'll always:

- **Confirm we are speaking with the correct individual**, first by asking for some personal information such as member ID number, birth date, address and phone number. However, we will never ask for financial information or your full social security number over the phone.
- Call only to tell you about benefits and services **specific to your current health plan** or to remind you to pay your bill so you don't lose coverage.

If you think we've called you but you want to verify that it's really us, call us at the number on the back of your member ID card to chat with a customer service advocate. Let them know:

- Whether the caller tried to reach you on a landline or mobile phone
- Caller's phone number
- Time of day of the call
- What the caller said (be as specific as possible)
- Whether you spoke to a live person or if it was a recorded message

If, based on your responses, we think we should investigate, we will. We'll let you know what we find out.

Never offer your full social security number or any financial information to anyone, regardless of who they say they are. If you receive another call and feel uncomfortable or suspicious, hang up right away.