

Provider Bulletin

Central Health Medicare Plan

July 24, 2025

☒ Alameda ☒ Contra Costa ☒ Fresno ☒ Imperial ☒ Kern ☒ Kings ☒ Los Angeles ☒ Madera ☒ Orange
☒ Placer ☒ Riverside ☒ Sacramento ☒ San Bernardino ☒ San Diego ☒ San Francisco ☒ San Joaquin
☒ San Mateo ☒ Santa Clara ☒ Solano ☒ Stanislaus ☒ Tulare ☒ Ventura ☒ Yolo

Alert: Medicare Fraud Scheme Involving Phishing Fax Requests

This is an advisory notification to Central Health Medicare Plan (CHP) network providers applicable to CHP Medicare business.

What you need to know:

The Centers for Medicare & Medicaid Services (CMS), in collaboration with the Investigations Medicare Drug Integrity Contractor (I-MEDIC), have become aware of a scheme to obtain patient records through fax requests.

CMS has been made aware of faxes sent to providers demanding all patient information and medical records for Medicare patients. These requests include verbiage demanding information within a 72-hour deadline. These demand requests appear to include CMS headers for authenticity. Other examples include a header for National Archives and Records Administration (NARA).

CMS reminds providers that medical record reviews requested by CMS or their contractors will identify specific Medicare beneficiaries, time periods, and encounters or prescription drug event records involved. These requests also provide ample time (typically 30- 45 days) for response.

Medicare medical reviews are requested through an Additional Documentation Request (ADR) and are outlined in Title 42 of the Code of Federal Regulations (CFR), Part 405, Subpart I.

Provider Action

No provider action required.

What if you need assistance?

If you have any questions regarding the notification, please contact your CHP Provider Relations Representative at PRCalifornia@molinahealthcare.com.