



Fraud Referral Reference Guide

If you suspect you are a victim of fraud, use this chart to find out who you should contact. If in doubt you can always call on SCAN Member Services and we'll help you find the correct authorities.

Type of Fraud	Recommended Contact	Website	Phone
Privacy			
<ul style="list-style-type: none"> • Unsolicited Mail • Phone Calls • Email 	National Do Not Call Registry (DNC) DNC is a free, easy way to reduce the unsolicited calls you get at home.	www.donotcall.gov	1-888-382-1222
	Direct Marketing Association (DMA) The DMA's Mail Preference Services lets you opt out of receiving unsolicited commercial mail and emails from many companies for either five years (mail) or six years (email).	www.dmachoice.org	N/A
Financial & Property			
<ul style="list-style-type: none"> • Lost/Stolen bank account information, credit cards, and financial information; 	Notify your banking establishment and/or creditors immediately.	Find website information for your bank and other creditors on your statements or on the back of your debit/credit card(s).	Find the phone number for your bank and other creditors on your checks or on your monthly statement.
<ul style="list-style-type: none"> • Theft of personal property (cash, jewelry, medication, etc.) 	File a police report with your local police department.		Call information (411) to be connected to your local police department.
	Contact SCAN Member Services if you suspect a provider or caregiver stole from you.	www.scanhealthplan.com	1-800-559-3500 (TTY User: 711)
Healthcare Fraud			
<ul style="list-style-type: none"> • Bills/Monthly Summaries for medical equipment, services, or medications that you did not receive 	SCAN Member Services	www.scanhealthplan.com	1-800-559-3500 (TTY User: 711)
Caregiver and Elder Abuse			
<ul style="list-style-type: none"> • Physical, verbal, and emotional abuse • Abandonment, exploitation • Neglect, or self-neglect 	Adult Protective Services (APS) Contact APS if you suspect elder abuse.	www.cdss.ca.gov	1-800-722-0432
	Long-term Care Ombudsman Contact this agency if the suspected abuse or neglect occurred in a long-term care facility, licensed nursing home, residential care facility, or adult day health care program.	www.aging.ca.gov	1-800-231-4024
Other Legal Issues			
<ul style="list-style-type: none"> • Housing & Evictions • Family Disputes • Immigration 	Legal Aid – Orange County	www.legal-aid.com	1-800-834-5001
	Legal Aid – Los Angeles County	https://lafla.org	1-800-399-4529