



STATE OF LOUISIANA
DIVISION OF ADMINISTRATION
OFFICE OF GROUP BENEFITS



Office of Group Benefits Warns Members of Possible Telephone Scam

The Office of Group Benefits (OGB) has learned of potential telephone fraud affecting our members. Members may receive phone calls from someone claiming to be from CVS Caremark Customer Account Management. This person then tells the member that they need to update the member's account information.

CVS will not ask members for their ID number or SSN when making out-bound calls.

CVS/SilverScript may make outreach calls to a member for a number of reasons. Here are a few occasions:

- Specialty may need to make outreach for members to get them enrolled in the Specialty system
- Members may be contacted in response to a negative survey in order to ensure that the issue is resolved
- Members may be part of an Out Bound Call Campaign for program enrollment (these are generally triggered at the member's request or involvement)

In general, CVS/SilverScript will know if outreach has been made to a member

- By reviewing the member account (all out-bound calls have to be logged)
- Searching the phone number that dialed the member (all out-bound calls are toll free numbers and are contained within CVS/SilverScript's system and should be known)

If you receive a call from someone claiming to be a representative of CVS/SilverScript, do not give out any information. Take down the number they are calling from and then contact the CVS or SilverScript Customer Care team. Customer Care will be able to tell you if it was a legitimate call.

- CVS Customer Care: 1-877-300-1906
- SilverScript Customer Care: 1-888-996-0104