

# Arkansas Insurance Department

## NEWS RELEASE

*Allen Kerr  
Insurance Commissioner*



FOR IMMEDIATE RELEASE

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CONTACT: Kenneth Ryan James ([ryan.james@arkansas.gov](mailto:ryan.james@arkansas.gov); 501-371-2622)

## CONSUMER ALERT: Protect Yourself Post-Enrollment

*Kerr: Never give financial, health information over the phone*

**LITTLE ROCK** – Arkansas Insurance Commissioner Allen Kerr today released the following statement reminding Arkansans to protect themselves from phone scammers now that the Open Enrollment Period for health insurance has ended:

“With the ending of Open Enrollment, Arkansans may receive phone calls to verify certain information on their application. In order to protect yourself from someone stealing your information, know that a Marketplace agent might ask about your income, but will never ask you for bank or account information. They will also never ask about your medical history. If you get a call from someone asking for these things or to pay something, hang up immediately!”

Commissioner Kerr offers these tips in order for Arkansans to better protect themselves:

- If a consumer receives a call from a Marketplace agent, they will provide a first name and an agent ID number. Make sure to write them down.
- Never provide financial information, like banking, credit card, or account numbers, to someone who calls or visits in person, even if they say they are from the Marketplace.
- Never give personal health information, like medical history or specific treatments received, to anyone who asks for it.
- Never agree to pay for anything over the phone, whether it’s a first bill or a new Marketplace or “Obamacare” insurance card.

Commissioner Kerr reminds Arkansans that if they do not wish to answer any questions from a Marketplace agent over the phone, they can request a letter be sent to them.

If a consumer receives a phone call from the Marketplace, they may be able to verify them with their caller ID. The name/number displayed may be one of the following:

- Health Insurance MP
- InsMarketplace
- 701-264-3124
- 606-260-4191
- 479-877-3203
- 636-698-6320
- 580-354-7707

Those who have received a phone call asking for personal financial or medical information, or feel like they may have given this information to someone they shouldn't have, should contact the Arkansas Insurance Department at 800-852-5494 or visit [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft).

For more information on the Arkansas Insurance Department, please visit <http://insurance.arkansas.gov>, follow us on Twitter at <http://twitter.com/ARInsuranceDept> and Facebook at <http://www.facebook.com/ArkansasInsuranceDepartment>.