

February 2020 Counter Fraud Alert - Travel Insurance Scam

It has been brought to our attention that fraudsters are impersonating patients in order to dupe GP's into providing evidence of ill health in order to make bogus holiday travel insurance claims.

The fraudster contacts the GP practice pretending to be a registered patient and requesting a consultation. They attend the practice allegedly suffering from an illness that prevents their travel. The GP is then asked to sign a travel insurance medical certificates issued by the insurance company so that a claim for their trip can be made.

It is not known how the fraudsters gain knowledge of the patient's personal or GP registration details.

Whilst the fraud victim is the travel insurance company, the fraud involves impersonation of patients and misuse of NHS resources to assist with the false claims.

GP Practice Staff are reminded to remain vigilant to protect themselves and their patients from fraud;

- Be extremely careful when contacting patients via post, telephone or emails – check that you have the patient's correct details to avoid personal data falling into the wrong hands.
- If unsure always check that the person who presents themselves at the practice is the genuine patient - if something feels wrong, then it's usually right to question it.
- Follow your Information Governance guidelines. Never provide any personal information (name, address, email or phone number etc) before verifying the credentials of those requesting it and obtaining the relevant permissions.
- Always question unsolicited calls, texts or emails from companies or organisations requesting any personal or financial information. Instead, contact the requester directly using a known email or phone number.

If you experience a similar incident, **please report the matter to your local constabulary or to Action Fraud at <https://www.actionfraud.police.uk>**

Suspensions of fraud against the NHS can also be reported anonymously and confidentially online at <https://cfa.nhs.uk/reportfraud> or by phoning the 24-hour fraud and corruption reporting line on: **0800 028 4060**.

[Issued by the NHS England & NHS Improvement London Counter Fraud Team](#)

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