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Health Department phone number spoofed

Ithaca, Stanton, St. Johns- The Mid-Michigan District Health Department (MMDHD) has learned that scammers have been making phone calls using the Health Department's phone numbers. The scammers claim to be with the Health Department or a Medicare representative. In both instances, the caller is asking for confidential, personal information. These calls are coming from scammers, not the Mid-Michigan District Health Department.

The scammers are using a technique called caller ID spoofing. They falsify information transmitted to your caller ID to hide their identity. They tend to use a local number or a number from a trusted business, to increase the likelihood that you'll answer the phone. In this case, they are using MMDHDs phone numbers (Clinton County: 989-224-2195, Gratiot County: 989-875-3681, Montcalm County: 989-831-5237). The Health Department's number shows up on your caller ID, but it's really a scammer on the line.

If you receive one of these calls, simply hang up. If you get a message on your answering machine, do not return the call. And most importantly, never give out personal information over the phone, such as account numbers, Social Security numbers, your mother's maiden name or passwords to an unsolicited caller or if you are at all suspicious.

Other tips to avoid becoming a victim of spoofing:

- Don't answer calls from unknown numbers.
- If you answer the phone and you are asked to hit a button to stop getting the calls, hang up.
- Do not respond to any questions, especially those that can be answered with "yes" or "no."
- If you get a call from someone who says they represent a company or government agency, and you are suspicious, hang up and call the number in the phone book, or on the company's or agency's website.
- Use caution if you are pressured for information immediately.

*Mid-Michigan District Health Department serves the residents of Clinton, Gratiot and Montcalm Counties.
We take action to protect, maintain and improve the health of our community.
Advancing innovative solutions to achieve healthier outcomes*

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