

Beware of fake messages claiming to be from Magellan

What's happening?

Some health plans have reported scams where people pretend to work for the plan—even in departments like the Special Investigations Unit (SIU). The SIU looks into possible fraud, waste or abuse in the healthcare system. Scammers are using fake emails, texts and letters to try to get your medical records, Protected Health Information (PHI) or other private details.

While Magellan has not seen this happen to our members, we want you to be aware and stay safe.

Scam messages may ask for:

- Payment for a health claim
- A refund for a service you didn't get
- Your personal bank account or credit card number

These messages may look real. They might even include a name and job title—but they usually don't come from a real company email address.

How to know it's really from Magellan:

- We may contact you by phone, email or mail—never by text or chat apps.
- Emails from Magellan always end in @MagellanHealth.com.
- If you get a message or survey, it will include the name, job title, phone number and email of the Magellan staff member who sent it.

We'll never ask for:

- Medical records or PHI through texting or chat apps like Google Chat.
- Your bank account or credit card information.

Not sure if a message is real?

Call our 24-hour Fraud Hotline at 1-800-755-0850 or email us at SIU@MagellanHealth.com.