



FTC Report Number
144786069

Consumer Report To The FTC

The FTC cannot resolve individual complaints, but we can provide information about next steps to take. We share your report with local, state, federal, and foreign law enforcement partners. Your report might be used to investigate cases in a legal proceeding. Please read our Privacy Policy to learn how we protect your personal information, and when we share it outside the FTC.

About you

Name:

Email:

Address:

Phone:

City:

State:

Zip Code:

Country:

USA

What happened

Copied from a friend. I just received this letter, in a plain envelope with pre-printed prepaid postage on the front and just the HFI address on the back (not the company name, just the address on the top of the folded down part). The letter had the logo of Horizon BCBSNJ at the top. I didn't know how they got my info, so I searched online for breaches. Horizon BCBSNJ was breached in 2013 according to this article: <https://dailyvoice.com/.../horizon-blue-cross.../700389/>, I was not a Horizon BCBSNJ member back in 2013. I probably could qualify for disability benefits, but how did this company know that? Has Horizon been breached again??? I searched and found this very recent page on Horizon's website with an alert about a breach of a company that works with a company they work with: <https://www.horizonblue.com/.../medical-review-institute...> The toll free phone number in the letter is not seen on HFI company information online and doesn't even come up on a web search. I called the number. It sounded like a normal business, with a call tree and message similar to that of the HFI published number on their site/FB page, with an female with American accent, but the message content was different. Once I got a real person, they had an western Asia accent, like India or Pakistan. They proceeded to ask me for a number off the letter, which I could not find. When I asked them how they got my medical records when I didn't give any permissions, they said they don't have my records, which contradicts what the letter says. They said they were sorry I "interpreted" the letter wrong. Then I asked for a supervisor, another person with the same type of accent. They said they “work with” the insurance company, and were sent a referral. This was not authorized by me!

How it started

Date fraud began:	Amount I was asked for:	Amount I Paid:
02/15/2022		
Payment Used:	How I was contacted:	
	Mail	

Details about the company, business, or individual

Company/Person

Name:

Horizon BCBSNJ

Address Line 1:

2 Heritage Drive

Address Line 2:

7th Floor

City:

Quincy

State:

Massachusetts

Zip Code:

02171

Country:

USA

Email Address: Company/Person
Phone: 855-774-1214
Website: https://www.hfihealthcare.com
Name of Person You Dealt With: Jim unknown

Your Next Steps



If you want to stop getting so much junk mail:

- Register at the Association of National Advertisers' website: www.DMAchoice.org. For \$2, you can choose what marketing mail you do and don't want for the next 10 years. Registering online is the fastest way to see results.
- You still might get mail from scammers, so learn the signs of a scam at ftc.gov/scams.

If you think a scammer has your information, like your Social Security, credit card, or bank account number:

- Go to IdentityTheft.gov. Look for specific steps to take based on the information that you lost.

If you gave your username and password to a scammer:

- Change your password right away. If you use the same password for other accounts or sites, change it there, too. [Create a new password that is strong.](#)

If someone calls and offers to "help" you recover money you have already lost:

- Don't give them money or personal information. You are probably dealing with a [fake refund scam](#).

Scam Advice:

- Learn more about different scams and how to recover from them at ftc.gov/scams.

What Happens Next



- Your report will help us in our efforts to protect **all** consumers. Thank You!
- We can't resolve your individual report, but we use reports to investigate and bring cases against fraud, scams, and bad business practices.
- We share your report with our law enforcement partners who also use reports to investigate and bring cases against fraud, scams, and bad business practices.
- We use reports to spot trends, educate the public, and provide data about what is happening in your community. You can check out what is going on in your state and metro area by visiting ftc.gov/exploredata.
- Investigations and cases do take time, but when we bring cases, we try to get money back for people. Check out ftc.gov/refunds to see recent FTC cases that resulted in refunds.

