

HACKERS BRIEF

from CyberWyoming

GEEK SQUAD IMPERSONATORS WON'T GIVE UP!

If you receive an email from a Gmail address with the subject line of "YOUR ORDER IS ON ITS WAY!" (all caps), but the email just says "HI," (again all caps), just delete it. Do not click on the attachment which is named "INVOICE BILL #4546213.jpg"(what is it with all the capital letters?). The attachment impersonates Geek Squad but they would never send an email so unprofessional with all of those capital letters! Reported by a Sheridan citizen. (Note that the same citizen received a similar email from a different Gmail address with the subject line of "Please check your membership before it expire" and the "hi" was in lower case letters.)

FTC ALERT – FAKE GEEK SQUAD RENEWAL

Email and text scams have been reported to the FTC saying about the Geek Squad scams that Wyomingites have been reporting for the past 3 months. The FTC reminds you not to call the number in the email or on the fake invoice, don't give anyone you don't know remote access to your computer, and don't open attachments. If you see a scam, report it to the FTC at ReportFraud.ftc.gov.

DON'T OPEN ATTACHMENTS

The theme for this week's phishing reports seems to be don't open attachments. A Sheridan citizen received an email with the subject line of "Payment info" from a Gmail address spoofed as "Renewal". The email body simply said "PURCHASING DETAILS" and the attachment was a MS Word document called "PHG-89247589". The scam claims that they are verifying your order for Norton's antivirus software for 2 years to the tune of over \$200.

NONSPECIFIC RENEWAL WITH A PINEDALE ADDRESS

A Florida citizen reported an email saying her subscription had expired and that she would become vulnerable to Hackers (with a capital H). Oddly, the email never actually said what the subscription was that expired. But the kicker was that it asked you to write to a Pinedale address to unsubscribe from the alerts. The subject line was "Restore your Anti-virus" and the email was from a minorore.com email address. The links went to sentinelclothingco.com, definitely not a place that sells antivirus software.

LARAMIE BUSINESS REPORTS POTENTIAL PHISHING EMAIL

While this email hasn't been confirmed as an actual scam, the business leader reporting says it looks 'phishy'. The PDF attachment didn't look quite right and it wasn't attached in the right place. In fact, it looks more like a picture of a PDF attached to an email than an actual file attached. This is a known scam tactic – using a picture of a well-known type of file attachment, so go with your instincts and call the sender to double check.

FTC ALERT – MEDICARE OPEN ENROLLMENT PERIOD

With Medicare open enrollment ending on December 7, remember that scammers impersonate Medicare agents and may sound professional. Don't trust the name displayed on your phone. If someone asks for your Medicare, Social Security number, or banking or credit card information, then they are a scammer. If the person on the other side of the phone tries to rush you into making a decision, threatens to take away your benefits, or suggests that a certain plan is preferred by Medicare, then they are a scammer. Call 800-677-1116 to find local resources to give you real information about different Medicare plans available.

WHAT IS CREDIT PIGGYBACKING?

Credit piggybacking is the practice of becoming a named authorized user on someone else's credit cards, usually someone that has a better credit score than you do. It is often used by shady companies who say they can get your credit score up fast. However, this artificially inflates a credit score and could lead to accusations of fraud. Brought to you by scambusters.org.

STORM DAMAGE

A reminder that devastating hurricane storm and flood damage is a common platform for scams. Check out contractors for planned repairs, only contribute to reputable charities, and ensure you check for telltale signs of flood damage in cars you're interested in buying. See our earlier guidance here: <https://scambusters.org/floodedcars.html> and <https://scambusters.org/disasterscams3.html>. Brought to you by scambusters.org.

PASSPORT WARNING

Among recent data breaches, American Airlines has disclosed that a recent hack via employee emails has exposed a "small number" of customers' personal information, including passport and driver's license details. The firm is offering two years' free identity theft monitoring. Brought to you by scambusters.org.

AARP MAIL THEFT ALERT

AARP wants you to know that stealing checks from the mail and 'washing' them is back with a vengeance. While most of the fraud reported is on the coasts, it is a good idea to avoid problems and drop off the mail containing checks at the post office. To learn more about this issue: <https://www.aarp.org/money/scams-fraud/text-alerts.html>

MS-ISAC AND CISA PATCH NOW ALERT

The Multi-State Information Sharing and Analysis Center (MS-ISAC) or the Cybersecurity & Infrastructure Security Agency (CISA) has published a patch now (update your software) alert for Google's Chrome browser, Apple's Xcode 14.1, and Cisco products. If you use these products, make sure the software (or firmware) is updated.

Other ways to report a scam:

- Better Business Bureau Scam Tracker: www.bbb.org/scamtracker/us/reportscam
- File a complaint with the Federal Trade Commission at ftc.gov/complaint
- Report your scam to the FBI at <https://www.ic3.gov/complaint>
- Reported unwanted calls to the Federal Trade Commission's Do Not Call Registration. Online at <https://complaints.donotcall.gov/complaint/complaintcheck.aspx> or call 1-888-382-1222, option 3
- Office of the Inspector General: <https://oig.ssa.gov/>
- AARP Fraud Watch Network (any age welcome) Helpline 877-908-3360

Hackers Brief from Cyber Wyoming brought to you by



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GUEST COLUMN



COURTESY PHOTO

Sherrie Reish, home health and hospice care manager for Sheridan Memorial Hospital, visits with nurse Heather Cote, left, about supplies.

Sheridan Memorial Hospital celebrates home care, hospice month

Providing care for patients in their own home has shown to be a very effective way to treat many health conditions and post-operative situations. In the last year, Sheridan Memorial Hospital Home Care/Hospice clinicians took care of 275 patients making over 4,500 visits to patient homes with positive patient outcomes.

Each November, we celebrate the millions of nurses, home care aides, therapists, social workers, chaplains and volunteers who make a remarkable difference for the patients and families they serve. These heroic caregivers play a central role in our health care system and in homes across the nation.

Home Care services are high-tech and the workers are very skilled. An added benefit is that the home tends to be a more relaxed, less restricted environment where patients can feel comfortable and more in control. Not only can care be provided less expensively in the home, but evidence also suggests that home care is a key step toward achieving optimal health outcomes for many patients. Studies show that patients who have home health visits have improved quality of care and improved patient outcomes. These visits can

also reduce hospitalizations due to chronic conditions or adverse events.

I can't say enough about our caring, dedicated home care staff. They do so much for our patients, going above and beyond every day to serve our community with excellent



SHERRIE REISH

patient-centered care. The last two years have been challenging due to obstacles presented by COVID-19, but that didn't slow us down. Our staff members have tirelessly traveled throughout our community caring for people in their homes, 24 hours a day, seven days a week, rain or shine.

I am also proud to announce that SMH Hospice received the 2022 Hospice Honors Award for continuously providing the highest level of satisfaction through care as measured from the patient's point of view.

Home care services through SMH

SMH home care provides care tailored to an individu-

al's needs.

Some of our skilled services include:

- Skilled nursing and home health aide services: Pain and symptom management, medication management, IV infusion therapy, central line care, wound and ostomy care, observation and assessment of the patient's condition, training and education for patients and their families.
- Physical and occupational therapy: Assisting home care patients to attain their maximum level of safety and independence. Therapy can follow orthopedic surgery or be done after an acute, chronic illness when a person becomes weak or experiences a decline in functional status
- Speech therapy: For patients with speech and swallowing problems and cognitive therapy, this can be a follow-up after a stroke or other brain injury.

To receive SMH home care, individuals must meet certain eligibility requirements to qualify for insurance coverage. Patients may also elect to pay for home care services privately. A person's eligibility and individual circumstances will be assessed to determine the appropriate level of home care services.

Home care services may be requested by: physicians and health care providers, patients, family members, friends, representatives of other health care service providers, as well as hospital discharge planners and case managers.

Home care services are often covered by Medicare, Medicaid and commercial insurance while the patient qualifies for the skilled service.

Hospice services through SMH

When a person has a serious illness or disease and is nearing the end of life's journey, hospice care can be the support needed. Hospice care focuses on assuring the quality of life that remains rather than providing treatment to prolong life.

When treatment goals change from cure to relief of symptoms, SMH hospice is here to take care of you and your family. If the time comes for you or your loved one to need hospice services, you can expect a high level of compassion from our staff and volun-

teers. The services we offer include:

- Basic medical care with a focus on pain and symptom control
- Assistance with medication, medical supplies and equipment as needed and appropriate
- Support with the psychological, emotional and spiritual end-of-life aspects
- A break (respite care) for caregivers, family and others providing care
- Bereavement support and counseling

Common myths about hospice

Myth: Hospice care is only for people with a few days or weeks to live.

Fact: While hospice is available to help patients and families during a medical crisis, patients will receive the fullest benefit when pain and symptoms are managed early, giving them time to make personal and spiritual connections, leading to quality at end-of-life.

Myth: Hospice is only for people with cancer.

Fact: Hospice is for patients of any age with a prognosis of six months or less to live. Qualifying diagnosis may include end-stage cancer, dementia, heart disease, lung disease, end-stage renal disease, stroke or coma.

Myth: Only a doctor can refer a patient for Hospice care.

Fact: Hospice referrals can be made by physicians and health care providers, patients, family members, friends, representatives of other health care service providers, as well as hospital discharge planners and case managers.

Myth: SMH hospice provides 24-hour care.

Fact: SMH Hospice does NOT provide 24-hour care. Nurses, aides, our social worker, our chaplain and our volunteers make intermittent visits throughout the week to support the patient and caregiver, typically for an hour at a time. The number of visits per week is based on the patient's needs. Nurses are on call 24 hours a day, seven days week.

For more information about these services, call the home care and hospice team at 307-672-1083.

SHERRIE REISH, RN, is Sheridan Memorial Hospital Home Care and Hospice manager.

DINING ROOM HOURS:
Monday-Friday • 8:00 a.m.-4:00 p.m.



thehub
...on Smith
A CENTER FOR ALL GENERATIONS

BREAKFAST
7:00-9:00 a.m.

LUNCH
11:30 a.m.-1:00 p.m.

Entrée choice or soup/salad. Entrée only offered for home delivered meals.

<p>TUESDAY, NOV. 15 Pork Roast W/ Gravy Baked Sweet Potatoes Cauliflower Lemon Bars</p>	<p>WEDNESDAY, NOV. 16 Beef Stroganoff Egg Noodles Broccoli Roll Fruit</p>	<p>THURSDAY, NOV. 17 Chicken Fried Steak W/ Gravy Mashed Pots Carrots Fruit Crisp</p>
<p>FRIDAY, NOV. 18 Chicken Noodle Soup Biscuit Garden Salad Oatmeal Raisin Cookies</p>	<p>MONDAY, NOV. 21 Beef Stroganoff Egg Noodles Steamed Beets Ranger Cookie</p>	<p>Renew your registration now! Updates are subject to change.</p>

Find us on the internet at www.thehubsheridan.org or on Facebook:
The Hub on Smith, a Center for All Generations.

Front desk: 307-672-2240
Home delivered meals: 307-672-6079
Loan closet: 307-672-1769
Support center: 307-675-4954

Housing: 307-675-4957
Fun and wellness: 307-675-4952
Help at Home services: 307-675-1978
Day Break adult care services: 307-674-496