

Professional Licensing Agency
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IMPORTANT NOTICE:

PLA and the Indiana State Board of Nursing Warn nurses of Vishing Phone Call Scam(s) threatening Nurses with Investigations, Discipline

The Indiana Professional Licensing Agency (PLA) and the Indiana State Board of Nursing have recently received reports of scam, voice phishing (vishing) phone calls targeting licensed nurses. The callers identify themselves as the PLA, or the Indiana State Board of Nursing, and state that the nurse is under investigation and threaten discipline and/or legal action against the nurse. The callers may also direct the nurse to provide payment over the phone, and/or direct the nurse to retrieve documentation from some disclosed physical location, such as a place of business completely unassociated with the PLA or the Indiana State Board of Nursing. These callers may also be spoofing legitimate PLA phone numbers.

For our licensed nurses' reference and awareness, information is provided [here](#) on the PLA's website, and [here](#) on the Office of the Attorney General's website, that explains the formal administrative process and steps that will be followed if a nurse is being investigated by the Office of the Attorney General upon receipt of a consumer complaint. This information also explains the process of the formal disciplinary administrative proceeding that may follow before the nurse's licensing board, to potentially impose a sanction or sanctions against the nurse's license. A nurse's license will never be disciplined, and a nurse will never be subject to paying any fines or civil penalties, without being provided the appropriate due process through a formal administrative proceeding first. PLA and the Indiana State Board of Nursing remind our licensed nurses of the following:

- PLA, the Indiana State Board of Nursing, and the Office of the Attorney General will **NEVER** threaten nurses with discipline or legal action over the phone. PLA, the Indiana State Board of Nursing, and the Office of the Attorney General will strictly adhere to all of the administrative steps referenced on our websites when initiating potential disciplinary action and will strictly adhere to all requirements of Indiana state law. Litigation filings, such as notices and orders, will be served directly to nurses **in writing**, by mail, email, or personal service through official channels of communication.
- PLA, the Indiana State Board of Nursing, and the Office of the Attorney General will **NEVER** contact nurses by phone to request or demand payment of any fees, fines, or civil penalties.
- PLA, the Indiana State Board of Nursing, and the Office of the Attorney General will **NEVER** request or demand payment of any fees, fines, or civil penalties through wire transfer, nor request payment be wired or otherwise transferred to a foreign country.

- PLA, the Indiana State Board of Nursing, and the Office of the Attorney General will **NEVER** direct nurses to travel or appear at physical location, particularly any completely unassociated business location, to obtain litigation documents or filings. Again, all litigation filings, such as notices and orders, will be served directly to nurses **in writing** through official channels of communication.
- Nurses should **NEVER** provide anyone their personal information or financial information over the phone, by text message, or by fax.
- Nurses should **ALWAYS** be cautious of any calls or communications that use aggressive, threatening language and demand immediate action be taken to avoid consequences.
- Nurses are encouraged to contact their local law enforcement agencies, [Indiana State Police](#), and/or the [Office of the Attorney General's Consumer Protection Division](#) if they believe they have become a victim of a scam. Many scams may also be reported to the [Federal Trade Commission](#).

PLA and the Indiana State Board of Nursing encourage our licensed nurses to remain vigilant and cautious of any and all communications received concerning their licensure. Licensed nurses are also encouraged to contact PLA and the Licensing Enforcement (LE) and Homeowner Protection Unit (HPU) Division of the Office of the Attorney General's Consumer Protection Division in the event that they wish to verify any official agency or board communications. PLA's Indiana State Board of Nursing staff may be reached by email at pla2@pla.in.gov and by phone at (317) 232-2960. Specific inquiries concerning litigation before the Indiana State Board of Nursing may also be directed to clerk@pla.in.gov. The Office of the Attorney General's Consumer Protection Division may be reached by phone at (317) 232-6330 or (800) 382-5516.