

The Virgin Islands Consortium

Health Department Warns Providers of Fraudulent Calls Claiming Licenses Are Suspended or Under Investigation

The Department of Health says callers are spoofing its main number and falsely claiming professional licenses have been suspended, revoked or placed under investigation, urging healthcare providers and employers not to share information by phone.

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 V.I. Department of
HEALTH
Prevent. Promote. Protect.

DOH WARNS PROVIDERS OF FRAUDULENT CALLS

Callers falsely claim licenses are suspended, revoked or under investigation.

PROTECT YOURSELF:

-  Do not provide personal, professional, or licensure information over the phone.
-  Do not engage with or respond to suspicious callers.
-  End the call immediately.
-  Report the incident to the Department of Health.

REPORT SUSPICIOUS CALLS:
Renise James, Acting Director of Licensure
 Renise.James@doh.vi.gov

 Official communications regarding licensure actions are conducted through formal written correspondence and verified Department channels.

Stay alert. Share this information.
Help protect our healthcare community.

The V.I. Department of Health is warning licensed healthcare providers and employers across the territory about fraudulent phone calls in which individuals are falsely claiming that professional licenses have been suspended, revoked, or are under investigation.

According to the department, reports received today indicate that the calls appear to originate from the Department of Health's main telephone number, "340-718-1311." Officials said the calls involve a tactic known as "spoofing," where callers manipulate caller ID to make it appear as though the call is coming from a trusted or official source.

DOH confirmed that it has not revoked any licenses and is not making the calls.

"We want to be very clear: the Department of Health is not contacting providers by phone to threaten or take immediate action against their licenses," said VI Health Commissioner Justa Encarnacion. "These calls are fraudulent. We urge our healthcare professionals to remain vigilant, protect their personal and professional information, and report any suspicious activity immediately."

The department is advising all licensees and healthcare organizations to take precautions if they receive suspicious calls. Healthcare providers and employers should not provide personal, professional, or licensure information over the phone, should not engage with or respond to suspicious callers, and should end the call immediately.

DOH is also urging those who receive suspicious calls to report the incident. Reports should be sent to Renise James, Acting Director of Licensure, at Renise.James@doh.vi.gov.

Officials said official communications regarding licensure actions are conducted through formal written correspondence and verified Department channels.

The department said it is actively investigating the reports and working with appropriate partners to address the issue. Additional updates will be shared as more information becomes available.

DOH is encouraging all healthcare providers to remain alert and share the information with colleagues to help prevent further incidents.