



Fraud, Waste and Abuse

Did You Know?

- Health care fraud is contributing to the rising cost of health insurance.
- Health care fraud reduces the amount of funds available to pay honest providers.
- Health care fraud increases premiums to employers and members.
- Ambetter from Home State Health will investigate allegations of fraud, waste and abuse – and reports of noncompliance on any level.
- Ambetter from Home State Health's Special Investigations Unit is available as a resource to employees, members and providers, as well as to Ambetter from Home State Health's vendors, delegates and first tier, downstream, and related entities.
- See below for examples of fraud and more.

How to Report

Member can contact the member services team or one of the below numbers. Ambetter from Home State Health's Fraud hotline and Integrity hotline are available 24/7, and callers may choose to remain anonymous.

- Ambetter from Home State Health's Fraud Hotline: 1-866-685-8664
- Ambetter from Home State Health's Compliance Helpline: 1-800-345-1642 / TTY: 711

What to include in your report:

1. Unless you choose to remain anonymous, please provide your name, telephone number, address, and email address. If you are submitting your report anonymously, please take care to withhold personally identifiable information.
2. Explain the nature, scope and time frame of the activity in question.
3. Explain how you are aware of the alleged activity.
4. Specify if you know of any potential witnesses to the activity.
5. Provide any documents or other physical evidence in your possession.

Fraud Awareness Tips

Examples of Fraud and Noncompliance

Some examples of consumer health care fraud:

- Filing claims for services or medications not received
- Forging or altering bills or receipts
- using someone else's coverage or insurance card

Some examples of provider health care fraud:

- Billing for services not actually performed
- falsifying a patient's diagnosis to justify tests, surgeries or other procedures that aren't medically necessary
- Upcoding – billing for a more costly service than the one actually performed

Some examples of non-compliance:

- Theft or unauthorized removal of company/business documents from the premises
- falsifying or tampering with company documents or records
- Insubordination, dishonesty, gross carelessness/negligence of duties