

Fraud, waste and abuse

Summary: As the recipient of funds from federal and state-sponsored health care programs, Amerigroup Kansas, Inc. has a duty to help prevent, detect and deter fraud, waste and abuse. Our corporate compliance program, code of business conduct and ethics, and our fraud, waste and abuse policies are available for review on our provider website.

✦ **What this means to you:** As part of the requirements of the Federal Deficit Reduction Act, you are required to adopt our policies on fraud, waste and abuse.

Methods to report fraud, waste and abuse:

- Make anonymous reports to www.amerigroup.silentwhistle.com.
- Make anonymous reports by leaving a message on the Medicaid Fraud Reporting Hotline at 1-877-660-7890.
- Send an email to medicaidfraud@anthem.com.
- Call our Provider Services team.

You are the first line of defense against fraud, waste and abuse.

Examples of provider fraud, waste and abuse:

- Billing for services not rendered
- Billing for services that were not medically necessary
- Double billing
- Unbundling
- Upcoding

To help prevent fraud, waste and abuse, make sure your services are:

- Medically necessary
- Documented accurately
- Billed according to guidelines

Examples of member fraud, waste and abuse:

- Benefit sharing
- Collusion
- Drug trafficking
- Forgery
- Illicit drug seeking
- Impersonation fraud
- Misinformation/misrepresentation
- Subrogation/third-party liability fraud
- Transportation fraud

To help prevent member fraud, waste and abuse:

- Educate members
- Be observant
- Spend time with members and review their prescription record
- Review their Amerigroup member ID card
- Make sure the cardholder is the person named on the card
- Encourage members to protect their ID cards like they would credit cards or cash
- Encourage them to report any lost or stolen card to us immediately

We also encourage our members to report any suspected fraud, waste and abuse by calling our Member Services team at 1-800-600-4441.

We will not retaliate against any individual who reports violations or suspected fraud, waste and abuse. We will make every effort to maintain anonymity and confidentiality.

In the event that Amerigroup identifies and validates an incident of fraud, waste or abuse, we disclose that information to the Kansas Department of Health and Environment, apply a statistical sample and extrapolation method to estimate overpayments and pursue recoveries consistent with commonly accepted practices. Providers are required to repay all identified overpayments – this is addressed within the Patient Protection and Affordable Care Act.

What if I need assistance?

If you have questions about this communication, received this fax in error or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at 1-800-454-3730.