

FRAUD, WASTE AND ABUSE

Magellan takes fraud, waste and abuse very seriously. It is called “fraud” if a provider is not honest about the services that the provided to you. “Waste” is engaging in practices that result in unnecessary costs. “Abuse” means adding costs to the system in ways that are not honest. Some examples of fraud, waste and abuse are:

- Billing or charging you out of pocket for services that your insurance/ health plan covers
- Offering you gifts or money to receive treatment or services
- Your provider ordering excessive testing or excessive services such as office visits
- Offering you things for free in exchange for your ACCESS number.
- Giving you treatment or services that you don’t need.
- Physical, mental or sexual abuse by medical staff.

Members can also act in a fraudulent manner. An example is:

- Someone else using your Medical Assistance benefits (ACCESS card) to get services OR to get medication or equipment.

It is important for members to report fraud, waste and abuse if they see it!

How to Report Suspected Cases of Fraud, Waste & Abuse

There are several ways to report this. They are listed below.

- **Medical Assistance (MA) Provider Compliance Hotline**
The Pennsylvania Department of Public Welfare has a hotline. You can call this if you want to report someone for possible fraud or abuse. This would be before services provided to anyone with an ACCESS card. This could be a medical provider (such as a doctor, dentist, therapist, or hospital). It could also be a business (a medical supplier).

The hotline number is 1-866DHS-TIPS (1-866-349-8477). You can call the hotline and speak someone Monday - Friday, 8:30 a.m. to 3:30 p.m. You may leave a voice mail message at other times. If you don’t speak English, an interpreter will help you. If you have hearing loss, you can call the hotline using your TTY device.

Please have the following things ready when you call:

- Provider’s name and address
- Description of the possible fraud or abuse activity. This would include the time period of the activity. Also how often the events occurred.
- The member’s name and ID number

You can also fax the information to 717-772-4655 – Attention: MA Provider Compliance Hotline.

Or, you can fill out and send in the MA Provider Compliance Hotline Response Form. **This is on the computer at:**

<http://www.dhs.state.pa.us/learnaboutdhs/fraudandabuse/maprovidercompliancehotlineresponseform/index.htm>

Or you can send information **via the U.S. Mail:**

Bureau of Program Integrity
MA Provider Compliance Hotline
P.O. Box 2675
Harrisburg, PA 17105-2675

- **Magellan Hotlines**

You can also contact Magellan’s Special Investigations Unit or our Corporate Compliance Department. Both of these groups can take reports. **The Magellan Corporate Compliance hotline is available 24 hours a day, seven days a week. It is staffed by an outside vendor. Callers can choose to not give their identity. The unit will investigate all calls. All calls will remain confidential.**

- **Magellan's Special Investigations Unit**
 - Hotline: 1-800-755-0850
 - Email: SIU@MagellanHealth.com
- **Magellan's Corporate Compliance Unit**
 - Hotline: 1-800-915-2108
 - Email: Compliance@MagellanHealth.com

- **County HealthChoices Fraud and Abuse Hotline**

There is also a County HealthChoices Fraud and Abuse Hotline. You can report fraud, waste, and abuse directly to your county’s hotline.

- **Lehigh County:** 1-610-782-3440
- **Northampton County:** 1-877-235-3164
- **Bucks County:** 1-866-379-8477
- **Delaware County:** 1-866-379-8477
- **Montgomery County:** 1-866-379-8477

Member Services Verification Process

You may receive a form asking you to confirm whether you received services for which Magellan paid a claim. There will be a postage paid, pre-addressed envelope you should use to return your answers. Magellan will investigate any “no” responses. These would mean that you in fact did not receive services that were paid for.