

PROGRAM ABUSE

Program abuse means provider practices that are inconsistent with sound fiscal, business or medical practices, that result in unnecessary cost to the Medicaid program, or that result in reimbursement for services which are not medically necessary or that fail to meet professionally recognized standards for health care.

- ▣ Personal care provided in the home can be a service vulnerable to provider abuse.

WHAT TO WATCH FOR

- ▣ Worker is not present when they are supposed to be there
- ▣ The client complains that the worker has not been showing up
- ▣ Client does not appear to be receiving services
- ▣ Client does not appear *to need* services

WHAT TO WATCH FOR

- ▣ The Responsible Representative (RR) is the same person as the Direct Service Worker (DSW)
- ▣ Clients feeling forced about having to sign off on hours the worker may not have worked
- ▣ Resistance or avoiding questions about hours services are provided
- ▣ Resistance or avoiding questions about *who* is performing the services

WHO DO YOU CALL?

Medicaid fraud is a crime that steals taxpayer money and robs vulnerable residents of care. If you suspect a recipient or a doctor, clinic, hospital, home health service or any other kind of medical provider is committing Medicaid fraud, report it.

There are several ways you can alert the Department of Health and Hospitals for investigation and swift punishment:

1. Call toll-free **1.800.488.2917** for **Provider Fraud** complaints
2. Call toll-free **1.888.342.6207** for **Recipient Fraud** complaints.