

REPORTING PROVIDER FRAUD, WASTE AND ABUSE

You are encouraged to report matters involving Medicaid fraud, waste and abuse. If you want to report fraud, waste or abuse, you can remain anonymous; however, sometimes in order to conduct an effective investigation, you may be called to provide additional information. Your name will not be shared with anyone investigated, except as required by law (in rare cases involving legal proceedings, we may have to reveal who you are).

EXAMPLES OF MEDICAID FRAUD, WASTE AND ABUSE

- An individual does not report all income when applying for Medicaid.
- An individual does not report other insurance coverage when applying for Medicaid.
- A non-recipient uses a recipient's Medicaid card to receive services (with or without recipient's knowledge/ both parties may be liable).
- A provider is dishonest about their credentials.
- A provider bills for services that were not delivered.
- A provider delivers and bills for services that are not medically necessary.

TO REPORT PROVIDER FRAUD, WASTE AND ABUSE

- Contact CenterPoint Human Services- Corporate Compliance Officer at 336-714-9114 or compliance@cphs.org or
- Click on <https://adobeformscentral.com/?f=Q4vfvaL%2A8PD1DCdvhEsGfw> and fill out the form, remember to hit "submit" when you are done. This form will be automatically be sent to our confidential Compliance email address
- Contact the Division of Medical Assistance by calling the DHHS Customer Service Center at
- 1-800-662-7030 (English, Spanish) or
- Call the Medicaid fraud, waste and program abuse tip line at 1-877-DMA-TIP1 (1-877-362-8471) or
- Call the Health Care Financing Administration Office of Inspector General's Fraud Line at
- 1-800-HHS-TIPS (1-800-447-8477) or
- Call the State Auditor's Waste Line at 1-800-730-TIPS (1-800-730-8477)

TO REPORT RECIPIENT FRAUD, WASTE AND ABUSE

- Contact CenterPoint Human Services- Corporate Compliance Officer at 336-714-9114 or compliance@cphs.org or
- Click on <https://adobeformscentral.com/?f=Q4vfvaL%2A8PD1DCdvhEsGfw> and fill out the form, remember to hit "submit" when you are done. This form will be automatically be sent to our confidential Compliance email address
- Contact your local County Department of Social Services or
- Contact the Division of Medical Assistance by calling the DHHS Customer Service Center at
- 1-800-662-7030 (English, Spanish) or
- Call the Medicaid fraud, waste and program abuse tip line at 1-877-DMA-TIP1 (1-877-362-8471)