

Fraud and Abuse

Important information for our *EZ CARE* Members



Fraud and abuse in health care are very serious problems. As a Member of EZ CARE, you can help in the fight against these problems. One of the best ways to help is by reporting suspected cases. You can report suspected fraud and/or abuse of the Florida Medicaid Program by calling the Agency for Health Care Administration (AHCA) toll-free at 1-888-419-3456. You can also report suspected cases to AHCA by filing a *Medicaid Fraud and Abuse Complaint Form* available on the internet at the following website: https://apps.ahca.myflorida.com/InspectorGeneral/fraud_complaintform.aspx.

You also have the option of reporting fraud and/or abuse to us directly (your health plan) at the following address and phone numbers:

Ethics and Compliance Hotline:	305-460-0648
Member Services Helpline (toll-free):	1-877-690-7783
TDD line (for the hearing impaired, toll free):	1-800-517-6923

Or you can write or visit us at: Medica Health Plans of Florida, Inc.
Attention: Ethics and Compliance Department
4000 Ponce de Leon Boulevard, Suite 650
Coral Gables, FL 33146

Or you can report your case by sending us an email at: reportfraud@medicaplans.com

If you report suspected fraud and your report results in a fine, penalty, or forfeiture of property from a doctor or other health care provider, you may be eligible for a reward through the Attorney General's Fraud Rewards Program (toll-free 1-866-966-7226 or 850-414-3990). The reward may be up to 25 percent of the amount recovered, or a maximum of \$500,000 per case (Florida Statutes, Chapter 409.9203). You can talk to the Attorney General's Office about keeping your identity confidential and protected.



Before you make a report, try to get as much information as possible, including the following (do not worry if you do not have all this information, you can still report the case):

- The name of the person you suspect of committing fraud and/or abuse. This might be a person receiving health care benefits, or a doctor, hospital, nursing home, or other health care provider.
- The health insurance ID number.
- The date when the service was provided or billed.
- The amount of money involved.
- A description of the acts that you suspect involves fraud and/or abuse.

How to identify fraud and abuse and things you can do to help:

In health care, fraud and abuse happens when a person does something to get unauthorized benefits. These benefits may be for himself/herself or for some other person. Fraud and abuse also happens when your doctor or other health care provider does something unauthorized to get paid more. Your doctor or health care provider may also commit fraud by not giving you the services that you are authorized to get and then bill for them.

Fraud and abuse are punishable by law. A person who commits fraud or abuse may be sent to prison. A person who commits fraud or abuse may also be forced to pay back money and lose health care benefits.

If fraud and abuse are not stopped, people that really need the benefits may not be able to get them. When people commit fraud or abuse in health care they are using the money that was set aside to be used by sick children, the elderly or others in need. You can report fraud and abuse without giving your name, but if you agree to give your name and other contact information, it will help the investigators. Retaliation against a person who files a fraud and/or abuse report is prohibited by law.

You can help in the fight against fraud and abuse. Here are some things you can do:

- Do not give your health insurance ID card to anyone except your doctor, hospital or other health care provider.
- Do not allow anyone (other than you) to use your ID card to receive health care services.
- Do not ask your doctor or other health care provider for medical care you do not need.
- Be suspicious if you are offered free tests or screenings in exchange for your health insurance ID number.
- Ask questions if someone wants you to have services or treatments you feel you do not need.
- Do not accept money or gifts from anyone who offers to buy medicine you have received through your insurance plan.
- Do not accept money from anyone who offers you to perform medical tests.
- Read the mail sent to you by us, and call us if you notice that your doctor, hospital or other health care provider has billed for services you did not receive.



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