

Fraud, Waste, and Abuse

What is Fraud?

Fraud involved making false statements or misrepresenting facts to obtain a benefit or payment that would not otherwise exist. These acts may be committed either for a person's own benefit or for the benefit of some other party.

What is Waste?

Waste is the overutilization of services or other practices that directly or indirectly result in unnecessary costs to a health plan. Waste is not considered criminal negligence but rather misuse of resources.

What is Abuse?

Abuse is any action that either indirectly or directly results in unnecessary costs in the Medicare program. Examples: misuse of codes on a claim; charging excessively for supplies; billing for services that were not medically necessary.

Don't be a victim of identity theft.

Remember these key things:

- No one should call you or come to your home uninvited to sell Medicare products.
- Medicare plans cannot ask you for credit card or banking information over the telephone unless you are already a member of that plan.
- In most cases, Medicare can't call you to enroll in a plan—you must call them.
- Only give your information to doctors, other providers and plans contracted by Medicare, and to people in the community who work with Medicare, such as your State Health Insurance Program (SHIP) or Social Security.

If you think you have a victim of identity theft or fraud, call one of these phone numbers:

- Call toll-free 1-800-MEDICARE (1-800-633-4227). TTY, call toll-free 1-877-486-2048, 24 hours a day, 7 days a week.
- The Fraud Hotline of the HHS Office of Inspector General, toll-free at 1-800-HHS-TIPS (1-800-447-8477). TTY, call toll-free 1-800-377-4950. You can also email HHSTips@oig.hhs.gov.
- The Federal Trade Commission's ID Theft Hotline toll-free at 1-877-438-4338 to make a report. TTY users, call toll-free 1-866-653-4261.

Report Potential Fraud:

Cases of potential fraud should be reported to Alterwood Advantage's Compliance Department. To do this:

- Call our dedicated Compliance Line: 410-498-7118, 24 hours a day, 7 days a week. (TTY: 711)
- Send an email: Compliance@AlterwoodHealth.com
- Write a letter and send it to:

Alterwood Advantage
Attn: Compliance Department
PO Box 4175
Timonium, MD 21094

For potential medical or non-prescription fraud cases, you may report to the Medicare program directly, toll-free, at 1-800-Medicare (1-800-633-4227). The Medicare fax number is 1-717-975-4442 and the website is www.medicare.gov.

For more information, request the guide titled "Protecting Medicare and You from Fraud" by calling toll-free 1-800-Medicare (1-800-633-4227). TTY/TDD users should call toll-free 1-877-486-2048. A customer service representative can answer your questions 24 hours a day, 7 days a week.