

### What is health care fraud, waste and abuse?

Health care fraud and abuse occurs in every facet of the health care arena. Health care fraud is the intentional misrepresentation of a material fact on a health care claim in order to receive untitled payment. Health care waste and abuse describes practices that, either directly or indirectly, result in unnecessary costs to a health care program.

#### **Some elements of fraud, waste and abuse may include:**

- Misrepresentation or concealment of a material fact on a health care claim
- Knowledge that the facts on a medical claim is false or misrepresented
- Intent to deprive or harm the Health Administration Center (HAC) and its customers financially
- Unnecessary medical services or supplies
- Lack of conformity to professionally recognized standards
- Services or supplies rendered and billed at prices exceeding customary and usual charges

### Who commits health care fraud, waste and abuse?

**Providers who intentionally engage in any of the following are committing health care fraud, waste and abuse. This list is not all-inclusive:**

- Bill incorrectly
- Bill for services: never rendered, inappropriate/unnecessary services, or “free services”
- Make false claims about qualifications, licensure and/or education
- Falsify records to suggest on-going medical services
- Forge a physician’s signature on plans of care
- Alter information on care plans, prescriptions, and/ or other medical documentation
- Bill for multiple family members when only one family member received service(s) and/or supplies
- Change or incorrectly code a claim to receive maximum payment

- Falsify the diagnosis or procedure to maximize payments
- Change dates of service for double billing
- Waive the deductible and copays

**Individuals who intentionally engage in any of the following commit health care fraud, waste and abuse. This list is not all-inclusive:**

- Share health plan authorization cards
- Claim non-covered dependents
- Participate in doctor shopping (“Doctor Shopping” is a term commonly used to refer to a patient who may or may not have a legitimate physical ailment but goes from doctor to doctor with the objective of improperly obtaining multiple prescriptions for narcotic painkillers)
- Consent with providers to submit claims for services not received or not necessary
- Fabricate claims
- Alter submitted medical documentation of any type
- Use a stolen health plan authorization card to obtain health care services
- Use a deceased beneficiary’s health plan authorization card to obtain health care services
- Ineligible persons using a beneficiary’s health plan authorization card to obtain medical services or benefits

**HAC employees who engage in any of the following acts commit health care fraud, waste and abuse. This list is not all-inclusive:**

- Fabricate claims
- Provide false application data
- Change a provider’s address to intercept provider payments

**What are some things beneficiaries can do to assist in combating fraud, waste and abuse?**

- Always protect your health plan authorization card
- Be cautious and know to whom you give your health plan authorization card or medical information to
- Immediately report a lost or stolen health plan authorization card

## What should I do if I suspect fraud, waste or abuse?

**Thoroughly review your Explanation of Benefits (EOB). If you note a service and/or supply billed to us that you did not receive, please report that immediately in writing. Please indicate in your letter that you are filing a fraud complaint and include the following facts:**

- Name and address of the provider
- Name of beneficiary who was listed as receiving the service or item
- The claim number
- The date of the service in question
- The service or item that you do not believe was provided
- The reason and any supporting information or documentation why you believe the claim should not have been paid

## Whom should I contact if I suspect fraud, waste or abuse?

Please contact:

VA Health Administration Center  
Attn: Program Integrity  
PO Box 469060  
Denver, CO 80246-9060

- Phone: 1-800-733-8387 Monday–Friday
- Fax: 1-303-331-7804
- Email: To contact us by email, please go to this web link and follow the directions for submitting secure email: <http://www.va.gov/hac/contact>
- Website: [www.va.gov/hac](http://www.va.gov/hac)