

HealthChoices Behavioral HealthCare Compliance For York and Adams Counties

**Fraud and Abuse Behavioral Health Complaint Hotline
1-800-849-8526**

Behavioral Health Fraud and Abuse

The vast majority of providers and recipients provide and receive care within the boundaries of applicable regulations. Unfortunately, a small number of recipients and providers engage in practices that are fraudulent or abuse the Medical Assistance (MA) Program. Dollars lost to such practices are then unavailable for providing care to those in need. We are committed to eliminating all forms of fraud and abuse within the MA Program. With your help, we will be able to accomplish this.

Examples of Fraud and Abuse

Falsifying Claims/Encounters

- Billing for services not rendered
- Billing separately for service in lieu of an available combination
- Misrepresentation of the service/supplies rendered
- Altering claims
- Submission of false data on claims
- Duplicate billing for the same service
- Billing for services provided by unlicensed or unqualified person
- Billing for used items as new

- Kickbacks-accepting or making payments for referrals
- Concealing ownership of related companies

Recipient Fraud and Abuse

- Forgoing or altering prescriptions or orders
- Using multiple ID cards
- Loaning his/her ID card
- Reselling items received through the Program
- Intentionally receiving excessive drugs, services, or supplies

Administrative/Financial

- Falsifying credentials
- Fraudulent enrollment practices
- Fraudulent TPL report
- Offering free services in exchange for a recipient's MA number
- Providing unnecessary services/over utilization

Abuse of Recipients

- Denying access to medically necessary services
- Limiting access to medically necessary services
- Failure to refer to needed specialist
- Underutilization

**If you have knowledge of suspected fraud or abuse,
Please call the toll-free number 1-866-DPW-TIPS
Provide the hotline assistant with the following information:
Provider's name and address
Description of suspected fraudulent/abusive activity
Telephone number where you can be reached (optional)**

**Reports can also be made via email to:
yorkadamshealthchoices@yorkcountypa.gov**

Any reports sent via email will not be anonymous.

This hotline has been established by the York/Adams HealthChoices Management Unit, and is designed for easy access to report suspected fraudulent and abusive practices by behavioral health providers and managed care companies within the Pennsylvania HealthChoices Program.

**York/Adams HealthChoices Management Unit
York Human Services Center
100 West Market Street, Suite B-01
York, Pennsylvania 17401-1332
717-771-9900**

**For additional information, log onto:
www.dpw.state.pa.us/learnaboutdpw/fraudandabuse/index.htm**