

## Four Rs for Fighting Health Care Fraud

You're the first line of defense against health care fraud and abuse.

Follow the "Four Rs" to protect yourself and your loved ones from health care fraud.

### 1. Record

- Record (write down) any appointments and treatments (dates and times) on a calendar.
- Note any tests, items and services you get, and save the receipts and statements.
- Ask for a copy of everything you sign and keep all paperwork together.
- If you spend time in a hospital, make sure the date you were admitted (entered), date you were discharged (left) and diagnosis are correct on all paperwork.

### 2. Review

- Your claims and statements contain important information. Request and review your explanation of benefits carefully to make sure each service is listed, and all the details are correct.
- Check all receipts and statements you get from providers for mistakes. If you think a charge is incorrect, contact the confidential **Alliance Health Fraud and Abuse Line** at **855-727-6721**.
- Check your medicines before you leave the pharmacy to be sure you got the correct ones, whether it's a brand or generic and you were given the correct amount. If you don't get your full prescription, make sure you tell the pharmacist.
- Contact Alliance Health to get help checking your statements for errors or suspected fraud.

### 3. Remember

There are things you can do to protect yourself from health care fraud:

- Protect your Medicaid number (on your Medicaid card) and your Social Security Number (on your Social Security card).
- Nothing is ever free. Don't accept offers of money or gifts for free medical care.
- Never let someone use your Medicaid card, and never use someone else's card.
- Ask questions if you aren't sure of something. You have the right to know everything about your medical care, including costs billed on your behalf.
- Be aware of services you should have had but you never got, or for tests or procedures that are not needed.

- Be wary of providers who tell you that the item or service isn't usually covered, but they "know how to bill" so that Alliance Health will pay.
- Do not share medical records or other sensitive information with anyone except Alliance Health or another insurance company, or a doctor, agency, clinic, hospital or other provider.
- Do not accept medical supplies from a door-to-door salesperson. Remember Medicaid **does not** send people to your home to sell products or services.
- Do not sign any blank forms.
- Do not be influenced by internet, television or radio ads that are trying to sell a health product or service. They don't have your best interest at heart. If you have questions or are interested in learning about a health product, treatment or service you see an ad for, always talk to your doctor.

## 4. Report

You can report fraud and abuse in any of these ways:

- Call the 24-hour, free **Alliance Health Fraud and Abuse Line** at **888-727-6721**. You may stay anonymous (do not have to tell them your name).
- Call the **Medicaid Fraud, Waste and Program Abuse Tip Line** at **877-DMA-TIP1** or **877-362-8471**.
- Call the **NC Division of Health Benefits (DHB) Customer Service Center** at **800-662-7030**.
- Call the **U.S. Office of Inspector General's Fraud Line** at **800-HHS-TIPS** or **800-447-8477**.
- Call the **NC State Auditor** at **800-730-TIPS** or **800-730-8477**.
- Send a confidential (private) Medicaid fraud and abuse complaint online through the **DHB Customer Service website** at [https://ncgov.servicenowservices.com/sp\\_ci?id=sc\\_cat\\_item\\_public&sys\\_id=87cf583b1b83b81099510f6fe54bcb2f](https://ncgov.servicenowservices.com/sp_ci?id=sc_cat_item_public&sys_id=87cf583b1b83b81099510f6fe54bcb2f).