



Reporting fraud, waste and abuse

We are all hurt by fraud, waste and abuse in the health care system. Every dollar that is spent on fraudulent, abusive or wasteful activities is money that can't be spent where it is needed most.

NARA NW takes these matters very seriously, and we comply with all applicable laws, including the State and Federal False Claims Act. Examples of fraud, waste and abuse include:

Provider fraud:

- ◆ Billing for services not rendered
- ◆ Altering medical records
- ◆ Use of unlicensed staff
- ◆ Drug diversion (for example, dispensing controlled substances with no legitimate medical purpose)
- ◆ Kickbacks and bribery
- ◆ Providing unnecessary services to members

If you suspect fraud, waste or abuse by a provider, you may contact:

Medicaid Fraud Control Unit (MFCU)

Oregon Department of Justice
100 SW Market Street
Portland, OR 97201
Phone: 971-673-1880
Fax: 971-673-1890

OR

OHA Office of Program Integrity (OPI)

3406 Cherry Ave. NE
Salem, OR 97303-4924
Fax: 503-378-2577
Hotline: 1-888-FRAUD01 (888-372-8301)

oregon.gov/oha/FOD/PIAU/Pages/Report-Fraud.aspx

Member fraud:

- ◆ Falsification of information
- ◆ Forging or selling prescription drugs
- ◆ Using transportation benefits for non-medical-related business
- ◆ Adding an ineligible dependent to the plan
- ◆ “Loaning” or using another person’s insurance card
- ◆ Identity theft

If you suspect that your benefits aren’t being used correctly, or if you want to report a case of fraud, waste or abuse, call Ethics Point at 888-331-6524 or file a report online at ethicspoint.com

If you wish, you may also contact the following organization if you suspect fraud, waste or abuse by a member:

DHS Fraud Investigation Unit

PO Box 14150

Salem, OR 97309

Hotline: 1-888-FRAUD01 (888-372-8301)

Fax: 503-373-1525 Attn: Hotline

oregon.gov/oha/FOD/PIAU/Pages/Report-Fraud.aspx

The law protects people who report fraud and abuse under applicable Whistleblower laws.

If you report fraud or abuse, you cannot:

- ◆ Lose your job
- ◆ Lose your coverage
- ◆ Be threatened, harassed or discriminated against

Words to know

Fraud

Making false statements or misrepresentation of facts in order to obtain some benefit or payment for which no entitlement would otherwise exist. Some examples include billing for services not provided or billing for a service which has a higher reimbursement than the service provided.

Waste

Practices that result in unnecessary costs such as; caused by misuse of resources, inefficiency in redundant testing, delays in treatment, overutilization, underutilization or inappropriate utilization of services.

Abuse

Practices that directly or indirectly result in unnecessary costs, are not medically necessary, are not fairly priced, or are not professionally recognized standards.

False Claims Act

Federal legislation employed by the Deficit Reduction Act to recover money paid for false claims or other types of fraud or abuse.

Whistleblower

An individual who reports suspected fraud or other wrongdoing. Federal and state laws prohibit retaliation against whistleblowers.

MEDIC

Medicare Drug Integrity Contractor, a private organization contracted by Medicare to assist in the management of CMS audit, oversight and -fraud and abuse efforts in the Part D program. CMS plans to extend the MEDIC program to all Medicare fraud and abuse efforts.

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