

YOUR ROLE IN PROTECTING AGAINST FRAUD, WASTE AND ABUSE

The material presented has been prepared in good faith with the goal of providing accurate and authoritative information regarding the subject matter covered. Community Care, Inc. will endeavor to provide updates and additions as needed.

INTRODUCTION

- Federal health programs, including Medicaid, lose billions of dollars annually because of fraud, errors, and abuse
- Federal and State laws apply to Fraud, Waste and Abuse (FWA). Contracts with Community Care, Inc. include requirements to be in compliance with Federal and State Laws.
- This training is designed to inform Providers how to correct and report FWA.

YOUR RESPONSIBILITY AS A PROVIDER

- You must comply with all applicable statutory, regulatory and other program and contract requirements governing FWA.
- You must report any FWA concerns and suspected or actual violations that you know about.

CORRECTING FRAUD, WASTE AND ABUSE

Once Fraud, Waste or Abuse has been detected, it must be corrected!

- You must create a corrective action plan to correct the violations and to prevent it from happening again.
- The plan must address the particular problem identified. Include timeframes for specific actions to be corrected.
- Document what was done to address the problem with the employee. Include consequences for not making the changes.
- Monitor the plan to ensure it is working.

EXAMPLES OF CORRECTIVE ACTIONS YOU CAN TAKE

- Adopting new policies or document review requirements
- Conducting training
- Providing educational materials
- Revising policies or procedures
- Send warning letters to offending employee
- Taking disciplinary action against offending employee or terminating an employee

REPORTING FRAUD, WASTE AND ABUSE

Report Fraud, Waste or Abuse by:

- Contacting Community Care:
 - Hotline at 262-207-9440;
 - Online at <https://communitycareinc.org/contact-us/compliance-inquiries>
- Contacting Health & Human Services Office of the Inspector General:
 - Hotline at 1-800-HHS-TIPS (1-800-447-8477);
 - Online at <https://oig.hhs.gov/FRAUD/REPORT-FRAUD/INDEX.ASP>
- Contacting the Wisconsin Office of Inspector General (OIG)
 - Hotline at 877-865-3432; or
 - Online at <https://www.dhs.wisconsin.gov/oig/index.htm>