

We need you to speak up

Healthcare fraud, waste and abuse

Healthcare fraud, waste and abuse affects everyone. What is it and how can we stop it?

- **Healthcare fraud** is when someone lies to us, Medicaid or Medicare to get money.
- **Waste** is when someone overuses health services carelessly.
- **Abuse** happens when best medical practices aren't followed, leading to expenses and treatments that aren't needed.



How it impacts you

Healthcare fraud, waste and abuse can make things harder for you because it:

- **Increases your health risk** if providers don't have accurate medical history or suggest services or procedures you don't really need.
- **Prevents you from getting security clearances** if your health records have been compromised.
- **Puts a dent in your wallet** by increasing the cost of your doctor visits and copays. The FBI estimates healthcare fraud is responsible for up to 10%, or \$250 billion of all healthcare costs each year.



Identity theft

Healthcare fraud, waste and abuse can also make you vulnerable to identity theft. Like credit card identify theft, medical identity theft **costs time and money** and **compromises your safety**.

If someone steals your information to get services, they could use up all your benefits, leaving you without them when you actually need care. A compromised health record also puts you at risk for getting treatments you don't need and can keep you from getting life insurance in the future.



Stay in touch. If you have any questions, we are here to help.

Keep our phone number handy:
1-844-521-6941 (TTY 711) Monday through Friday from 7 a.m. to 7 p.m.



Healthy Blue

www.myhealthybluelala.com

What can you do?

You can help us fight healthcare fraud, waste and abuse by:

- **Avoiding identity theft.** Don't leave your member ID card out and report it if it's lost or stolen.
- **Watching out for freebies.** If you are unsure if a service or extra benefit is in your plan, call the Member Services number on your ID card.
- **Reviewing your explanation of benefits (EOB).** If you receive an EOB letter, make sure the services listed on it match the services you actually received.

If you think you've spotted an incident of healthcare fraud, waste or abuse, you can:



- **Email us at** medicaidfraudinvestigations@healthybluela.com or



- **Call** the Member Services number on your ID card.

You have the option to report anonymously when you call. Please give as many details as possible about the situation. Tell us any full names, addresses and phone numbers of those involved. Give us date(s) and time(s) and any information that makes you believe there was healthcare fraudulent activity. Learn more about healthcare fraud, waste and abuse, and how you can help at www.myhealthybluela.com.



Do you need help with your healthcare, talking with us, or reading what we send you? Call us toll free at 1-844-521-6941 (TTY 711) to get this for free in other languages or formats.

¿Necesita ayuda con su atención médica? ¿Necesita ayuda para leer lo que le enviamos o para hablar con nosotros? Llámenos al número gratuito 1-844-521-6941 (TTY 711) para conseguir esta información sin costo en otros idiomas o formatos.