

Medicare and Medicaid provide health insurance to 1 in 3 Americans—the elderly, those with low incomes, and people with certain disabilities. **Fraud, Waste and Abuse (FWA)** costs American taxpayers billions of dollars while putting their own health care at risk.

FWA can be disguised in many different ways, but you can combat FWA by **identifying and reporting suspicious behavior**.

Recognizing Fraud, Waste and Abuse

- Providers billing for unnecessary medical services;
- Providers ordering excessive diagnostic tests;
- Billing for services not rendered;
- Billing for services when patients missed appointments;
- Telemarketers promising free medical products such as pain creams/skin creams;
- Providers referring patients to facilities where they have a financial interest;
- Medical Records that have been altered or changed;
- Unlicensed providers performing services;
- Bribery and kickbacks;
- Improper enrollment to a plan;
- False or unnecessary issuance of prescription drugs;
- Providers promising to waive deductibles and/or copayments;
- Prescription drugs containing incorrect amounts of pills or dosage; and/or
- Explanation of Benefits showing wrong dates of service or inaccurate diagnoses.

Here at FirstCare Health Plans, we operate an **Internal Special Investigations Unit (SIU)** to report and investigate any suspicious activities of FWA.

Reporting Fraud, Waste and Abuse

Mail:	FirstCare Health Plans Attn: SIU Department 12940 N. Hwy 183 Austin, Texas 78750
Email:	SIUFraudReports@FirstCare.com

Reporting FWA Anonymously

Hotline (24/7)	1-866-399-8161
Online	<ul style="list-style-type: none"> • Visit https://secure.ethicspoint.com/domain/media/en/gui/54368/index.html; or • Go to www.FirstCare.com/Important-Information, click on Identifying Fraud, Waste & Abuse, then click on Report suspected FWA here.

Navex Global/EthicsPoint is contracted by FirstCare and FirstCare does not maintain this website. After you complete your report online, you will be assigned a unique code called a “report key.” Write down your report key and password and keep them in a safe place. After 5-6 business days, use your report key and password to check your report for feedback or questions.