

**Affected Programs:** BadgerCare Plus, Medicaid, SeniorCare, Wisconsin Chronic Disease Program, Wisconsin Well Woman Program

**To:** All Providers, HMOs and Other Managed Care Programs

## Reporting Fraud and Abuse

This *ForwardHealth Update* includes information regarding reporting suspected fraud and abuse to the Wisconsin Department of Health Services Office of the Inspector General.

The Wisconsin Department of Health Services (DHS) has created the Office of the Inspector General (OIG) to monitor fraud and abuse in Wisconsin.

The OIG investigates fraud and abuses including, but not limited to, the following types:

- Billing Medicaid for services or equipment that was not provided.
- False applications for a DHS-funded assistance program such as Medicaid, BadgerCare Plus, Special Supplemental Nutrition Program for Women, Infants, and Children (WIC), or FoodShare.
- Trafficking of FoodShare benefits.
- Crime, misconduct, and/or mismanagement by a DHS employee, official, or contractor.

Those who suspect anyone of fraudulent activity in Medicaid programs are required to notify the OIG if they have reason to believe that a person is misusing or abusing any DHS health care programs or the ForwardHealth identification card.

Section 49.49, Wis. Stats., defines actions that represent member misuse or abuse of benefits and the resulting sanctions that may be imposed. Providers are under no obligation to inform the member that they are misusing or

abusing their benefits. A provider may not confiscate a ForwardHealth card from a member in question.

### Reporting Suspected Fraud and Abuse

Those who suspect anyone has committed any form of fraud, waste or abuse of a program by either providers, trading partners, billing services, agency or recipients of any government assistance program must report it. Those reporting allegations of fraud and abuse may remain anonymous. However, not providing contact information may prevent OIG from fully investigating the complaint, if questions arise during the review process.

If a provider suspects that someone is committing fraudulent activities or misusing his or her ForwardHealth card, they are required to notify ForwardHealth by one of the following methods:

- Going to the OIG fraud and abuse reporting Web site [www.reportfraud.wisconsin.gov/](http://www.reportfraud.wisconsin.gov/).
- Calling the DHS fraud and abuse hotline at (877) 865-3432.

The following information is helpful when reporting fraud and abuse:

- Description of the fraud, waste, and/or abuse, including nature, scope, and timeframe of the activity in question. The description should include sufficient detail for the complaint to be evaluated.
- Names and dates of birth (or approximate ages) of the people involved, as well as the number of occurrences and how long the activity has been happening.

- Date(s) and names of other people or agencies to whom the person may have also reported the activity.

After the allegation is received, the DHS OIG will evaluate it and take appropriate action. If the name and contact information of the person reporting the allegation was provided, the OIG may be in contact to verify details or ask for additional information.

The *ForwardHealth Update* is the first source of program policy and billing information for providers.

Wisconsin Medicaid, BadgerCare Plus, SeniorCare, and Wisconsin Chronic Disease Program are administered by the Division of Health Care Access and Accountability, Wisconsin Department of Health Services (DHS). The Wisconsin Well Woman Program is administered by the Division of Public Health, Wisconsin DHS.

For questions, call Provider Services at (800) 947-9627 or visit our Web site at [www.forwardhealth.wi.gov/](http://www.forwardhealth.wi.gov/).

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