

## **Partners in Fighting Fraud – Doing your part as a Provider**

Fraud related losses in healthcare programs numbers in the billions of dollars each year. All programs, such as Medi-Cal and Medicare are susceptible.

PHC asks that providers and their employees join the fight against fraud by referring suspicious and fraudulent activity to the resources listed below. The California Department of Health Care Services (DHCS), the California Department of Managed Health Care (DMHC), and the Centers for Medicare and Medicaid Services (CMS) require that PHC maintain a robust anti-fraud plan and share that with its providers, members, and employees.

*Keep an eye out for articles in the **Provider Newsletter** on doing your part in fighting fraud!*

### **Resources:**

#### **PHC's Anonymous Fraud Hotline**

Members, providers, and employees may call this line 24 hours a day, 7 days a week to report suspicious and fraudulent activity anonymously. Reports are forwarded to PHC for review.

**Call 1-800-601-2146**

#### **For Medi-Cal Fraud Issues**

Providers and Members should call the Bureau of Medi-Cal Fraud and Elder Abuse. Providers and members may also call PHC to report the suspicious and fraudulent activity, but members and providers will also be referred to the State for complete reporting.

**For the Bureau of Medi-Cal Fraud and Elder Abuse, Call 1-800-822-6222**

#### **For Medicare Fraud Issues**

Medicare members have several resources in reporting fraud, other than PHC. Members can call HICAP to speak to specialists in fraud before speaking to CMS or the Office of the Inspector General (OIG). Providers can call CMS, PHC, or HICAP on behalf of a member.

For **CMS** Call: **1-800-633-4221**

For **HICAP** Call: **1-800-434-0222**

For the **OIG** Call: **1-800-447-8477**

#### **For Healthy Kids and Healthy Families Issues**

Healthy Kids and Healthy Families members and providers should call either the Fraud Hotline or PHC to report suspicious activities and fraudulent activity.

**For Providers, Call PHC's Provider Relations Department 1-707-863-4100**

**For Members, Call PHC's Member Services Department 1-800-863-4155**