







## Help us fight fraud and abuse



As one of our network providers, we encourage you to implement processes to detect and prevent fraudulent activities from our members and Medicare beneficiaries. Your diligence protects your reputation and revenue, as well as taxpayers' money. **Watch for these red flags.**

-  **Misrepresentation of Status** A member or a Medicare beneficiary misrepresents identity, eligibility or medical condition to illegally receive a drug benefit or medical service
-  **Identity Theft** A perpetrator uses another person's American Health Advantage of Missouri Identification card and/or Medicare card to obtain services or prescriptions
-  **Doctor Shopping** A member or a patient consults several doctors to try to obtain multiple prescriptions for narcotic painkillers or other drugs
-  **Improper Coordination of Benefits** A member or a beneficiary fails to disclose all insurance policies or leverages multiple policies to game the system and receive more benefits than allowed
-  **Prescription Forging, Alteration or Diversion** Someone changes a prescription without the prescriber's approval in order to increase quantities or get additional refills of drugs, usually narcotics
-  **Resale of Drugs on Black Market** A member or a beneficiary falsely reports loss or theft of drugs or fakes an illness to obtain drugs, which are then resold on the black market

### Report Your Concerns Today!

Contact American Health Advantage of Missouri Compliance Hotline, the Office of the Inspector General, or Medicare's customer service center if you know of something that needs investigating. You can even provide your report anonymously.

### American Health Advantage of Missouri

**Hotline:** 1-866-205-2866 | **Email:** [compliance@AmHealthPlans.com](mailto:compliance@AmHealthPlans.com)

### Office of the Inspector General

**Hotline:** 1-800-447-8477 | **TTY:** 1-800-377-4950 | **Website:** [oig.hhs.gov/report-fraud/index.asp](http://oig.hhs.gov/report-fraud/index.asp)

**Mail:** U.S. Department of Health and Human Services | Office of Inspector General ATTN: OIG Hotline Operations | PO Box 23489 | Washington, DC 20026

### Medicare

**Customer Service Center:** 1-800-633-4227 | **TTY:** 1-877-4862048

**Hours:** 24 hours per day/7 days per week

**Website:** [medicare.gov/forms-help-resources/help-fight-medicare-fraud/how-report-medicare-fraud](http://medicare.gov/forms-help-resources/help-fight-medicare-fraud/how-report-medicare-fraud)