



FRAUD & ABUSE

In Mental Health



**You can help BABHA stop Fraud & Abuse in
two easy steps:**

Identify It



Report It

1. Identify It - Fraud & Abuse in mental health looks like:

Billing

- Twice for the same service.
- If you only received one injection in the month, then your Medicaid or Medicare should only be billed once.

Billing

- For services you never received.
- The nurse did not visit you during the month, but your Medicaid or Medicare was billed for a visit.
- You missed an appointment, but your insurance was billed for the visit.
- Your insurance is billed for a clinician, psychiatrist, or (Community Living Support) CLS services when you never saw the mental health professional during that time.
- If your caseworker claims they conducted a face-to-face visit or person-centered planning meeting, but these did not occur.

Billing

- For a service you received but for a longer period of time. (This is called "Upcoding".)
- You saw your therapist for 30 minutes, but your Medicaid or Medicare was billed for 60 minutes.
- Your CLS provider has you sign a timecard for 24 hours in a week, but they only provided you with 20 hours.

Any time you do not receive services as outlined in your treatment plan, such as:

The services are provided differently than outlined in your plan like:

- Not as often.
- Shorter periods of time
- Or not provided at all.

The provider is not monitoring as often as they are supposed to.

You are not receiving routine feedback regarding your progress toward your goals.

The staff who support you are not trained in your plan or do not carry out your plan as they are supposed to.

2. Report It - How can I report Medicare & Medicaid Fraud & Abuse?

By calling:

BABHA's Corporate Compliance Hotline at 1-800-243-7483.

You do not have to give your name or can ask to remain anonymous.

Or, by mailing a written complaint to:

Corporate Compliance Officer

909 Washington Ave.

Bay City, MI 48708

Or, if you are a Medicare Beneficiary by contacting:

CMS Hotline: 1-800-MEDICARE (1-800-633-4227) or TTY 1-877-486-2048 AND

OIG Hotline: 1-800-HHS-TIPS (1-800-447-8477) or TTY 1-800-377-4950

Fax: 1-800-223-8164

Online: [Forms.oig.hhs.gov/hotlineoperations/index.aspx](https://forms.oig.hhs.gov/hotlineoperations/index.aspx)

Mail: U.S. Department of Health & Human Services

Office of Inspector General

ATTN: OIG Hotline Operations

P.O. Box 23489

Washington, DC 20026

For Medicare Part C (Medicare Advantage) or Part D (Prescription Drug Plans)

Complaints by contacting:

1-877-7SafeRx (1-877-772-3379)

**Medicaid
Beneficiary or
Provider can
report by
contacting:**

OIG Hotline: 1-800-HHS-TIPS (1-800-447-8477) or
TTY 1-800-377-4950

Fax: 1-800-223-8164

Online:

[Forms.oig.hhs.gov/hotlineoperations/index.aspx](https://forms.oig.hhs.gov/hotlineoperations/index.aspx)

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