

Help CenCal Health Stop Fraud and Abuse!

To report suspected fraud or abuse being committed by providers, members or employees, consider these options:

Call the toll-free 24-hour Hotline at [\(800\) 421-2560 Ext. 3012](tel:8004212560) or [\(805\) 685-9525 EXT. 3012](tel:8056859525). Callers may identify themselves or remain anonymous. If you wish to speak to a live person, please leave a telephone number where you may be reached and someone will call you back.

Email Your Complaint to: Fraud@CenCalHealth.org

Send a written complaint by mail to:

CenCal Health – Enter Program (SBHI or SLOHI, HFP, PP2, IHSS, HKSB, HKSLO)
Attn: [Fraud Investigations - Irma](#)
110 Castilian Drive, Goleta, CA 93117-9328

When reporting fraud or abuse please include or provide as much of the following information as possible:

- Name of person or persons suspected of committing fraud or abuse (***First and Last***)
- Other identifying information (provider/member, address or telephone number)
- Complete description of the problem – ***who, what, where and when*** (dates/time)
- Any documentation you may have which is related to the situation
- Your name, address, and telephone number (optional)

What is Health Care Fraud and Abuse?

Fraud is defined as the intentional deception or misrepresentation made by a person with the knowledge that the deception could result in unauthorized benefit to himself/herself or some other person. Health care fraud is a crime. Any person convicted of health care fraud faces imprisonment and substantial fines. Health care fraud could be committed by dishonest health care providers such as doctors, labs, medical equipment suppliers, or by health plan members.

Some Examples:

- Billing for services or supplies not provided
- Altering or falsifying claims
- Falsifying a patient's diagnosis to justify tests, surgeries or other procedures that are not medically necessary
- Using another person's coverage or insurance card to obtain medical care

Abuse is defined as incidents or practices of a provider, which although are not usually considered fraudulent, are inconsistent with accepted sound medical, business, or fiscal practices. These practices may directly or indirectly result in unnecessary costs to the program, improper payment, or payment for services that fail to meet professionally recognized standards of care, or that are medically unnecessary.

Some Examples:

- Excessive charges for services or supplies
- Overutilization of medical and health care services

Attention Physicians! You are required to report incidents of fraud and/or abuse to CenCal Health within 10 days from the date of when you first became aware of or were put on notice of such activity.