

## **Please Report and Help CenCal Health Stop Fraud, Waste and Abuse**

To report suspected fraud, waste or abuse being committed by providers, members or employees please utilize the following options:

**Call the toll-free 24-hour Hotline at 800-421-2560 Ext 3012 or 805-685-9525 Ext 3012.** 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 best time to call and your call will be returned as soon as possible.

### **To file a written complaint by mail:**

CenCal Health-(Please note applicable program the complaint pertains to if applicable SBHI, SLOHI, HFP, AIM, HKSB, HKSLO)

### **Attention: Fraud Investigations-Compliance Coordinator**

4050 Calle Real, Santa Barbara, CA, 93110

### **When Reporting fraud, waste or abuse please provide and include as much of the following information as possible:**

- Name of person or persons suspected of committing fraud, waste or abuse. (First name, Last Name)
- Identifying information such as: Provider/Member name, address or telephone number.
- Description and Details of the suspected fraud waste or abuse: who, what, where, when, date and time of incident or incidents(s).
- Any documentation you may have which is related to the situation.
- Your name, telephone number (if you would like to be contacted), and address.

### **Healthcare Fraud, Waste and Abuse are defined as:**

**Fraud:** An intentional deception or misrepresentation made by a person with the knowledge that the deception could result in some unauthorized benefit to himself or some other person. It includes any act that constitutes fraud under applicable Federal or State law (Title 42 CR 455.2; Welfare and Institutions Code 1403.1(i))

**Waste:** Over utilization of services (not caused by criminally negligent actions) and the misuse of resources.

**Abuse:** Provider practices that are inconsistent with sound fiscal, business, or medical practices, and result in an unnecessary cost to the Medicaid program or in reimbursement for services that are not Medically Necessary or that fail to meet professionally recognized standards for health care. It also includes recipient practices that result in unnecessary cost to the Medicaid program (Title 42 CFR 455.2 and as further defined in Welfare and Institutions Code 14043.1(a))

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